

Customized Training Transcription

Words on screen: Your Path to Business Solutions

Speaker: Jennifer Feaman, Associate Director, Customized Training Program

"The Customized Training Department at Heartland Community College offers a variety of different trainings. Anywhere from computer and technology trainings to leadership, customer service and teambuilding. We also offer industry specific related trainings, such as OSHA Safety Training, welding, robotics, truck driver training program and renewable energy. We make the process very easy

Action: Heartland trailer truck with student driver backing it up in practice maneuver

"We will have one point of contact, which will be a training coordinator, and they will help do an assessment to figure out what the training needs are.

Action: Coordinator working with a subject matter expert on plan of instruction

"And from there, they will work with a subject matter expert to develop the training materials and to ensure that we deliver a quality product."

Action: Students working with computer network cables and at computer work stations; professor speaking during class interaction; student and teacher looking at topic information; welding and truck driving practice; teacher helping young children at blackboard.

Speaker: Adam Dontz, CEO, Greater Livingston County, Economic Development Council

"The Economic Development Council approached Heartland Community College to create a six-week, 100-hour customized training program, and that was based on our work with local employers coming together with Heartland to create a program that would provide benefit and add value to unemployed folks and help them find work. Everyone after completing the class was employed within five weeks of graduation from the program. So we had 100% success rate, and it delivered a great investment."

Action: Employers meeting around a table; instructor in front of class; students at work on building supplies retail site.

Speaker: Mark Clinch, Director of Facilities and Energy Management, Town of Normal

"The Town of Normal partnered with Heartland Community College to develop a custodial training program."

Action: Student at work on site stocking supply shelves

"We wanted to also do this in a form and way that was an investment in a person and not just the department."

Speaker: Preston, Former Custodial Training Student

"The program was really great. It brought our department together once a week, and it was really exciting. It made learning fun."

Image: Instructor writing on blackboard

Speaker: Mark Clinch

"Since the training, we've seen an improvement in the practices and the changes in the way that staff approach projects, and the thought process that goes into it."

Images on screen: Student custodian with supply cart on the job; student making inventory of supplies

Speaker: Jennifer Feaman

Image on screen: Students and instructor at work in maintenance shop

"The customized training not only helps the employers train their workforce, but we're also helping to improve the community by providing training and a more employable workforce."