



Weng Liew, BIS business development manager, leads a strategic-planning session in the Northcentral Technical College Center for Business & Industry. The Business News photo by Jim Servi

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NTC/Business center offers customized training

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that added 20 people in the last year, recently utilized the training opportunities available at NTC.

According to Brad Kowieski, vice president of strategy and business development at RMM, "Northcentral Technical College does a fantastic job of offering different types of curriculum. They are able to take the ideas and cascade them down to the employee set in a manner that made sense to repeat, and constantly bring them out because repetition helps reinforce, so what happened is that we had a better alignment between our leadership team and our staff. It was custom-made for us. I love that about the training. So, there is custom training that we can take advantage of and have it delivered in the manner we want it delivered and in the time we want it delivered."

Kowieski and RMM Solutions isn't the only company pleased with the training that BIS has provided them to help them grow. In fact, they've now served more than 200 businesses and organizations in their 10-county district in Northcentral Wisconsin. Of those, 100 percent indicated that the training or services they received met or exceeded expectations of increasing employee skills.

To Borowicz, "that means we're hitting the mark on our numerous training programs and successfully incorporating technology and trends." He credits his staff for their hard work and responsiveness as well as the knowledge base of their instructors.

Even with the success, they're continually developing new products, taking advantage of workforce grants, building partnerships, preparing workshops and leveraging their resources to help businesses meet their needs.

Borowicz recognizes that they "are always mindful of budgets and know it's costly to send people out of the area, which is why we look to develop a fully comprehensive plan right here in the local community."

The relationship between BIS and the business community always existed but has been strengthened over the last decade thanks in large part to Dr. Lori Weyers, president of Northcentral Technical College. After conducting listening sessions around the community in 2006, she realized that the college had an opportunity to build relationships with local businesses to better understand and react quickly to their needs. Due to that, they made an emphasis to change and refocus efforts of the BIS structure and staff. Since then, the number of businesses served has grown each year.

NTC is helping local companies get results

Employers finding that investing in employees is good for business

By Jim Servi

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With companies scrambling and often struggling to find qualified talent, many businesses have turned their focus inward to invest in current employees. Employees want to feel valued and know there are opportunities to grow in an organization. One way to do that is to invest in quality training and professional development. The difficult part is that this often creates a Catch-22, because the thing employers lack more than anything is time.

That's where Northcentral Technical College's (NTC) Business & Industry Solutions (BIS) comes into the picture. Mark Borowicz, dean of Business & Industry Solutions, said, "It really boils down to our goal in BIS—building solutions through relationships, performance and results."

The BIS team offers customized training programs that are catered to meet specific business needs. As Borowicz said, "It usually starts with having a conversation about what's preventing their organization from going from good to great." Based on that discussion, they are able to specifically deliver what organization's need, from strategic to operational, through focused content and highly qualified instructors. Most of their customized training is related to leadership, team building, problem solving and soft skills because that's what organizations request more than any other subject.

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Borowicz also said that sometimes it's a simple need that they can meet. Other times, companies have an idea but are not sure how to tackle it. In these cases, they provide an individual, one on one coaching approach, to solve the problem at hand. They also offer technical training and assistance on items such as welding, machine tool, lean principles and blueprint reading along with managing and operating certification programs. Their newly renovated building also hosts six training rooms, a couple small conference rooms and an executive conference room, some of which have video conferencing capabilities to rent.

The proof of their success is in the results and testimonials from executives who have invested in their employees. RMM Solutions in Wausau, a growing technology company

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