

Quarterly Newsletter

Instructor Connections

Summer 2006

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Message from the Director

Welcome to *Instructor Connections*! Because you are vital to our organization's success, we have created this quarterly newsletter to keep you up to date on the latest happenings. We intend the newsletter to be a quick, informative read – something that you can review over a cup of coffee.

As most of you know, Leslie Larrabee, Dean of Economic Development, left us to go to Sacramento to join a political campaign organization last fall. I became Director of Economic Development/Contract Education not long afterward. Due to the state budget crisis, we have had to tighten our belts throughout the District, and we lost our administrative assistant, Joanne Bishop-Wilbur, to another department. Both Leslie and Joanne are doing well in their new "lives" but we miss them!

Our current team is lean but making things happen! Our relatively new Marketing and Sales Manager, MariAnn Fisher, hit the ground running last August, and hasn't stopped since. Additionally, our Senior Program Coordinator, Shari Friedel, and Program Coordinator, Greg Milardo, continue to provide excellent support for the department as a whole, as well as addressing your individual needs. We also have a student from Las Positas College, Tiana Silas, who helps us out a few hours a week. It's great to have her!

As we continue to grow, we are more than ever focusing on customer service and responding to our clients' needs. It is this customization and excellent service that sets us apart from other training organizations. We appreciate all that each of you do to contribute to that attention to quality. If you have any suggestions of new topics we could offer, or changes that we could make to improve our services, please do not hesitate to contact us.

Again, welcome to *Instructor Connections*, and enjoy the sunshine as we move into the summer months!

Julia Dozier
Director, Economic Development/Contract Education

Hot Topics

Our hot topics currently are Prevention of Sexual Harassment, "Soft Skills" (including, but not limited to: Leadership Development, Conflict Resolution and Management, Communication Skills, Teambuilding, Employee Motivation, etc.) and English as a Second Language/English as a Learned Language (ESL/ELL)

If you or someone you know is able to teach any of these or similar courses, please call MariAnn Fisher at 925-485-5239, and set up an appointment so that we can match you to the appropriate training requests!

News You Need to Know

- ✓ **Check out the Instructor page on our newly revamped website!** See www.tdsolutions.org for essential documentation you can download, including the Instructor/Subject Matter Experts' (SMEs) Guidelines manual which serves as a valuable resource for things you need to know (paperwork processing, invoicing).
- ✓ **TDS is requesting information updates from all SMEs.** Just a reminder that we need to rehire all SMEs each year. You should have recently received our update form by mail. (If not, please contact us immediately.) Please take a few moments to complete the information form so we have the latest and greatest contact information on file. Help us (re)hire you...return your updates immediately.
- ✓ **We want to improve the Training Evaluation form and the evaluation process we currently use. Your comments and suggestions are requested!** The intention of the evaluation process is to provide the instructor and TDS with constructive and helpful feedback, and the client with a measurement tool to evaluate the curriculum, relevance to the workplace and the effectiveness of the instructor. Please email your suggestions and any examples, based upon your experiences, to Greg Milardo at gmilardo@clpccd.org. If you'd like to review our current evaluation, feel free to request one from Greg.
- ✓ **You are running late, have an emergency, or a last minute change to your training schedule...what to do, what to do? Call TDS – that's the answer!** We need to be your first call regarding any and all changes to schedules. Please do not contact the client directly – that's our job! We need to be kept abreast of all scheduling to be able to track our trainings and for accounting reasons. We've been blindsided several times lately and are asking for your help with this issue. Thanks for your cooperation!
- ✓ **Speaking of thank you's...Louanne Klein, thank you for referring a new SME to us!** When Louanne could not assist us with a potential assignment, she referred another instructor with the appropriate technical background. We always appreciate your consideration and welcome new resources. Also, see the Instructor page on the TDS website for information about client referrals – we'll pay you for your efforts!



Teri Donat

SME Profile: Teri Donat

Teri Donat teaches business office skills, computer applications, retailing and merchandising classes.

Her business, Ez 4 U Computers, provides software applications consulting. She manages projects, works with management and subject matter experts analyzing business tasks to design custom computer applications or computer training classes.

Teri has successfully worked with our clients to build PowerPoint sales presentation skills, improve business communications through Excel and Word reviews that teach company standards, as well as provide classes in basic computer applications when needed.

She earned a B.S. in Fashion Merchandising from the University of Minnesota, an M.A. in Education, Instructional Technology from San Francisco State University, On-line Teaching Certificate from California State University, Hayward, and has a California Community College Instructor Credential.

Training Buzzwords

Training and Development Solutions works in partnership with MANEX to provide Employment Training Panel (ETP) funding sources to our clients for specific types of training. The Employment Training Panel is a California State agency that is designed to fund training that meets the needs of employers of skilled workers and the needs of workers for good, long-term jobs.

In general, companies are eligible to apply for ETP funding provided they are paying into the state's Employment Training Fund (ETP) and:

- Are hiring and training unemployed workers who are receiving unemployment insurance benefits (UI); and/or
- Face out-of-state competition and need to retrain current employees (i.e. most manufacturers); and/or
- Have special, unique training programs.