

# CATALYST

Workforce Development & Economic Growth Through Education

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## PTC OFFERS NATIONALLY-RECOGNIZED TRAINING LOCALLY

*Piedmont Technical College offers a full range of training solutions designed to give local businesses a competitive edge.*

In addition to customized contract training developed on-site, the College partners with well-respected, nationally recognized brands to provide high-quality instruction that allows local businesses to tap into strategies that are proven to result in better management, superior leadership and improved profitability.

### DISNEY BUSINESS EXCELLENCE TRAINING

The Disney Institute brought its renowned professional development program, “Disney’s Approach to Business Excellence,” to Greenwood in early spring. The full-day event provided area professionals with information on how to drive business results, retain employees and satisfy customers through proven and adaptable Disney business philosophies.

“These are turbulent times for the business community,” said Rusty Denning, associate vice president, CEED. “Bringing Disney and its proven business practices to our area is one way we’re working to help local organizations grow and prosper.”



The program explored dozens of easy-to-implement ideas in five core areas: leadership, people management, quality service, brand loyalty and creativity.

“We have been designated by our state legislature as an innovation zone,” said Jeff Nelson, principal at Nellis Elementary School in Boone County, WV. Nelson made the nine-hour drive to Greenwood after researching locations for Disney Institute programs. “I have personal experience with Disney and I love their approach to being creative. This is what I hope to bring back to my students, this creative spirit.”

## NEWS IN BRIEF

### DIDI Community Nights a Success

As part of the Dream It! Do It! South Carolina program (DIDI), Piedmont Tech and Upper Savannah Regional Education Center have partnered to host several DIDI Community Nights in the college's seven county service area. Over 700 students and parents have already participated in events held in Ware Shoals, Greenwood, Saluda, Abbeville and Newberry. Community nights are currently scheduled in Laurens and Ninety Six this fall. These events are intended to encourage middle and high school students to pursue manufacturing careers. During DIDI Community Nights, students are able to tour a display of Piedmont Tech's manufacturing-related programs of study, view a panel discussion with human resource managers from companies in the area, and ask questions pertaining to manufacturing related careers.



### PTC Opens Expanded County Center in McCormick

The new 7,000 sq. ft. McCormick County Center began offering classes this summer term after officially opening

its doors this spring. PTC assumed ownership of the building—previously the McCormick High School technology center—thanks to a generous gift from the McCormick County School District in June of 2010. The new building is significantly larger than the college's previous 2200 square foot facility. Currently, only one-third of the building has been renovated, so the College has room for expansion and the addition of new programs in the future.

### 70 Administrative Professionals Attend Annual Celebration

Seventy administrative professionals gathered at Piedmont Technical College on April 27 to be part of PTC's annual Administrative Professionals Day celebration. Network News Anchor, Jane Robelot, presented an inspiring original program entitled "Finding True Passion in Your Career." Plans are already in place to offer a similar program next year. In 2012, Jane Jenkins Herlong will present "Don't Throw Tomatoes at My Field of Dreams." For more information about administrative professionals events, call Kassie Hall at (864) 941-8575.

### REACH Program Launched in Laurens and Greenwood Counties

Piedmont Technical College has launched a new program called REACH, which is designed to help working adults fit a college education into their busy lives. According to the US Census Bureau, more than 50 percent of adults over the age of 25 in Laurens County, and 45 percent in Greenwood County have graduated from high school but lack a college degree. "There are literally tens of thousands of adults in our community who could be enjoying the economic benefits that come along with higher levels of education," says Susan Timmons, PTC vice president of educational affairs. "Our goal with the REACH program is to make college possible for more of those people." For more information, visit [www.ptc.edu/reach](http://www.ptc.edu/reach).

### Local OneStops Provide On-the-Job Training Opportunities

The single biggest factor contributing to your bottom line is worker salaries. On-The-Job Training through the Workforce Investment Act can improve your bottom line. OJT is a training program designed to allow employers to hire, train and retain employees in full-time permanent jobs. You receive a 50% reimbursement of the trainee's wages during the training period up to 480 hours. For more information, please contact Linda Hagen, Business Services Representative, at (864) 223-1681 ext. 125, or Amy Dowell, Regional Business Services Representative at 1 (800) 922-7729.

### New Electronic Medical Records Training Begins

Piedmont Technical College has kicked off a series of Electronic Medical Records classes. "Simply Allscripts for All Users" teaches medical professionals how to use the comprehensive practice management software, Allscripts. Implementing Electronic Medical Records is mandatory for all clinics by 2014. For more information about these classes, contact Deborah Hoffman at (864) 941-8426.

### Continuing Education Moves to New Location

Piedmont Technical College's Continuing Education & Economic Development Division recently opened for business in a new location.

The new office located at 313 North Emerald Road houses all Continuing Education services and provides improved meeting space. 



## NATIONALLY-RECOGNIZED TRAINING *(cont. from pg 1)*

Camie Patterson, chief financial officer for Self Regional Healthcare and chairwoman of the Greenwood Chamber of Commerce, was extremely pleased with the training.

“Knowing the quality of education provided by Disney, I had high expectations and was not disappointed,” she said. “They focus on many of the same areas we do at the hospital. As far as workforce development, this was a great opportunity for the community. I applaud Piedmont Tech for bringing this world-class educational experience to Greenwood.”

“I was very pleased with the participation and with positive comments I’ve heard,” said Denning. “Our hope is that people will take some of the things they learned today and implement them in their day-to-day operations.”

The Continuing Education Division will offer Disney’s Approach to Healthcare Excellence this fall.

## THE CHICK-FIL-A LEADERCAST

Piedmont Technical College hosted a one-day Chick-fil-A leadership training event broadcast live from Atlanta, Georgia. The program focused on how individuals and teams can use their voices to create positive change at work, at home and in the community. Eleven internationally-acclaimed leaders spoke on subjects such as leading based on respect and relationship rather than rights and position; the difference between dynamic leadership and mediocre management; creating a culture of servanthood and innovation; how to provide exceptional customer service; and the keys to unlocking creativity in your workplace.

Speakers for the event included:

- **Seth Godin**, entrepreneur, marketing expert & best-selling author of 12 books including *Linchpin*
- **Alison Levine**, mountain climber and adjunct professor at the U.S. Military Academy at West Point
- **John Maxwell**, leadership expert & best-selling author of *The 21 Irrefutable Laws of Leadership*
- **Dave Ramsey**, personal money-management expert, national radio personality and best-selling author of *The Total Money Makeover*
- **Sir Ken Robinson**, best-selling author & leader in the development of creativity, innovation & human resources

- **Dan Cathy**, president & COO of Chick-fil-A, Inc.
- **Muhtar Kent**, chairman of the board and CEO of The Coca-Cola Company
- **Suzy Welch**, best-selling author, television commentator and noted business journalist
- **Mack Brown**, head coach of the Texas Longhorns, 2009 Big 12 Coach of the Year
- **Erin Gruwell**, Founder & president of Freedom Writers Foundation
- **Frans Johansson**, best-selling author of *The Medici Effect*



The idea for the Chick-fil-A Leadercast was conceived 11 years ago by Dr. John C. Maxwell, *New York Times* best-selling author and speaker. He wanted to combine his influential voice in the community with his desire to reach leaders at the heart level. What started out as a half day, classroom-format event taught by John Maxwell has since become a full day, experiential conference featuring 11 authors, leadership experts and practitioners.

**For more information about Piedmont Tech’s nationally-recognized Continuing Education programs, please call (864) 941-8400. 📞**

# ENGINEERING TECHNOLOGY INTERNSHIPS PROVIDE RESOURCES TO LOCAL INDUSTRY

*During the course of their studies, Engineering technology students acquire technical skills that enable them to solve production and system implementation problems and help them explain solutions.*

But nothing prepares them more than actually going to work through the internship program. The program began when the college received a grant to set up apprenticeships in several program areas, including engineering graphics technology. Engineering Graphics Technology student Rebecca Benson has been getting real-world experience under her belt for the past few months through an internship with Georgia-Pacific. This is the first year Georgia-Pacific has participated and it has proven to be successful for the company and for Benson—so successful, in fact, that Georgia Pacific offered Benson a position with the company.

**“Capable interns are in high demand for many of the local businesses,” said Knight. “Students are encouraged to approach the internships just like they would if they were seeking employment. The instructors have to approve the company and recommend the intern, but the companies make the decisions on who to ‘hire’ for the positions.”**

Benson said that her favorite part of the EGT program was working with the computer aided drafting (CAD) systems. Sandy Warner, department head for engineering technology, knew Georgia-Pacific would be working with CAD and recommended the internship to Benson. She applied and was accepted.

While she has worked with the CAD system, Benson said she has been exposed to many different aspects of the field. Her main project has been creating an up-to-date floor plan of the plant and production area, but she has also been responsible for drawing parts for the machines and mapping waterlines.



“I feel like the classes at Piedmont Tech prepared me for this internship, and the variety of things I’ve done here has prepared me to enter the work force,” she said.

## A WIN-WIN SYSTEM

According to Warner, engineering interns have always been in high demand. “I get calls on a regular basis,” said Warner.

Warner explains that it’s really a win-win situation for companies and for PTC students. “Every company has a long list of projects that need to be completed. But most companies don’t have the resources to tackle every project on their list.”

Companies throughout the region have been using PTC Engineering Technology interns to help them complete these tasks for years. Eaton Corporation was one of the first companies to come on board for the project and has welcomed interns every year of the program. Other companies that have participated include Cooper Power Systems, Capsugel, Fujifilm Manufacturing U.S.A., Inc. and Georgia-Pacific. The program averages eight to 10 students per year, and is restricted to students who are in their final semester of classes.

“It’s a win/win situation for us, the college and the community,” said Christina Knight, EGT instructor. “The students receive their academic instruction from Piedmont

Tech and their real-world training with local companies. The companies get a zero-cost way to augment their existing staff with qualified personnel.”

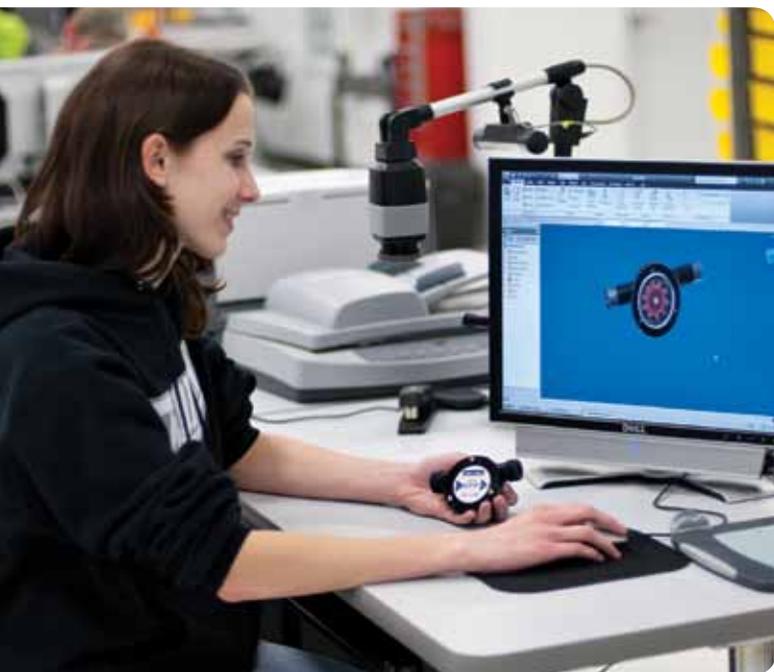
### A BUILT-IN HIRING POOL

To be considered for an internship, the students have to fill out an application, submit a resume and take part in the interview process. David Rosenbaum and Brenda Edwards from the Student Success Center meet with students for two weeks prior to the submission date to prepare them for what to expect, working on resumes and interviewing skills. Since they are looking for potential employees, all of the interviews and decisions are made by the companies.

“Capable interns are in high demand for many of the local businesses,” said Knight. “Students are encouraged to approach the internships just like they would if they were seeking employment. The instructors have to approve the company and recommend the intern, but the companies make the decisions on who to ‘hire’ for the positions.”

Warner said the program offers not only invaluable experience in the field; it gives students the confidence they need to know they can do the job.

“Coming in, I was nervous because in the classroom, you have your teachers to fall back on,” said Benson. “Coming into industry, you know your teachers are not within arm’s reach. But everybody here has been kind, courteous and helpful. And I’ve found I can do this.”



The success rate of the program speaks volumes for the quality of education the students are receiving. More than 50 percent of the students who participate in the program are hired by the company where they intern, and many more find jobs in the field immediately upon graduation. Of the eight students who completed the most recent round of internships, five found jobs. The companies who work with the interns are pleased with the quality they are receiving as well.

“I started as an intern and then started an internship program,” said Phil Orr, asset availability leader at Georgia-Pacific who oversaw Benson’s work. “She’s done everything I hoped she would and more. We were the guinea pigs for an internship program in the maintenance and engineering project area, but I think we’ve proven the worth of it.”

The students in the mechanical engineering technology program have begun looking into internships and the electronic engineering program is exploring the possibility of adding internships as well, Warner said.

“It’s a good, positive thing for the students and the industries they’re working with,” Warner said.

**For more information on the opportunities available in the engineering technology program, contact Sandy Warner at (864) 941-8466 or at [warner.s@ptc.edu](mailto:warner.s@ptc.edu). **

### PIEDMONT TECHNICAL COLLEGE OFFERS THE FOLLOWING ENGINEERING TECHNOLOGY DEGREES AND CERTIFICATES:

- A.A.S., Major in Electronic Engineering Technology
- A.A.S., Major in Engineering Graphics Technology
- A.A.S., Major in General Engineering Technology
- A.A.S., Major in Mechanical Engineering Technology
- Mechanical & Electronic Engineering Transfer Certificates

### TRANSFER PATHS ARE AVAILABLE TO:

- University of South Carolina, Columbia
- South Carolina State University
- University of South Carolina, Upstate

Visit [www.ptc.edu/engineering](http://www.ptc.edu/engineering) to learn more about each program.

# OCCUPATIONAL SPANISH PROGRAM PROVIDES A UNIQUE LEARNING OPPORTUNITY

*Communication is often the key to excellent customer service and is very important in any work environment. In some work situations, the ability to communicate can even be a matter of life and death.*

Piedmont Technical College's Command Spanish program provides affordable, effective, and easily understood occupational Spanish training that can prepare workers in various situations to address Spanish-speaking individuals. The course can be customized for any career field.

Consider the many advantages of an occupational Spanish program when creating your training plan:

## NON-GRAMMAR BASED

Participants are engaged in true productive language from the first class. This allows learning to occur quickly and to be immediately applied on the job.

## TRAINING IS OCCUPATION SPECIFIC

Participants learn only phrases they will need to use at work. There is no wasted time learning unnecessary words and phrases.

## PHONETIC ENCODING

A person can never learn near-perfect pronunciation after only an hour's worth of work. Phonetic encoding gives participants the ability to speak lines of Spanish by sounding them out.

## GENERIC SPANISH

With Command Spanish, participants never have to worry about the nationality of the person to whom they are speaking. Command Spanish teaches a very generic version of the language that is understood by all groups. Command Spanish is available as a public offering as well as a contract training course.

**For more information about the Command Spanish program, contact Kassie Hall at (864) 941-8575. **



## PTC BUSINESS STUDENTS SCORE TOPS IN GLOBAL COMPETITION

Business graduates (clockwise) Harla Anderson of Ninety Six, Morgan Bennett of Greenwood and Jennifer Hughes of Laurens competed against more than 250 other colleges and universities worldwide in the online class project GLO-BUS, where they finished the year number one overall.

GLO-BUS is a fully-automated, easy-to-administer exercise where class members are divided into teams and assigned to run a digital camera company in head-to-head competition against companies run by other class members. Company operations parallel those of actual digital camera companies. Just like Kodak, Canon, Fuji, Nikon and other real-world camera companies, GLO-BUS companies compete in a global market arena, selling digital cameras in four geographic regions—Europe/Africa, North America, Asia/Pacific and Latin America.

“Just like an actual company, there are no right or wrong answers,” said Suzy Marray, business instructor. “The teams’ successes or failures are based on their decisions and the decisions of their ‘competitors’ in the market.” 

## Q&amp;A

**CHRISTINA TRAINOR***HR Manager, Prysmian Cables & Systems*

***Q. What corporate training option did your company take advantage of and how has the training received made a difference in your company/organization?***

In the past year we have taken advantage of a series of Team Leader training sessions, LEAN training, computer training and a specialized department training.

***Q. Why did you choose Piedmont Technical College as your training provider?***

Piedmont Tech has always proven to be a leader when it comes to offering the most updated and relevant information for our needs. I have always been impressed with the professionalism of the classes they have offered. I never have to worry if our associates got what they needed out of the class. I know they did!

Our organization is a little different when it comes to our training structure. We wanted to have an OJT class that worked with our structure. Piedmont evaluated our situation and developed a class just for us that suited our needs.

All of our training was held at our location. Since we run all shifts, some classes have to be held at odd times. Continuing Education worked around our schedule and made themselves available for all shifts.

***Q. How are your training efforts helping your business?***

As our business moves forward our associates are challenged every day. Increasing our team's computer skills has helped us to implement more computer based programs on our production floor.

Increasing the skill of our work force is always our goal. A more skilled work force is a more stable work force.

***Q. What advice would you give those who are seeking similar kinds of training?***

PTC has always been a leader in continuing education. Prysmian has partnered with them for several years now. If you are looking to bridge the gaps between your associates' needs and your internal training program, PTC can help you do that.

We look forward to using PTC in the future. They go out of the way to help understand our needs and build their education programs around them. 

For more information call  
**(800) 868-5528**

For Continuing Education information  
call **(864) 941-8400** to speak with  
a PTC Business Solutions Provider.

**County Centers:**

**Abbeville County Center**  
283 Highway 28 Bypass  
Abbeville, South Carolina  
(864) 446-8324

**Edgefield County Center**  
506 Main Street  
Edgefield, South Carolina  
(803) 637-5388

**Laurens County Higher Education Center**  
663 Medical Ridge Road  
Clinton, South Carolina  
(864) 938-1505

**McCormick County Center**  
1008 Kelly Street  
McCormick, South Carolina  
(864) 852-3191

**Newberry County Center**  
540 Wilson Road  
Newberry, South Carolina  
(803) 276-9000

**Saluda County Center**  
701 Batesburg Highway  
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