Multi-State Advanced Manufacturing Consortium	RELEASE DATE	07/17/2015
	VERSION	v 001
US DOL SPONSORED TAACCCT GRANT: TC23767	PAGE	1 of 5

PRIMARY DEVELOPER: Center for Regional Economic Competitiveness

Competency-Based Workforce Intelligence Training Program

Industry Partner Interview Protocol

Objective

Use labor market intelligence to facilitate interviews with industry partners.

Overview

The purpose of the Interview Protocol is to provide you with a set of questions that that you can use in conversations with your industry partners. These questions will begin to allow you to gauge the most in-demand occupations and skills, employers' current relationship(s) with community college training programs, and how your office can best connect employers with graduates in the future.

For many of these questions, additional data can be used to prepare you for the interview or place the answers into some kind of broader context. Additional data and information can therefore help you to determine whether the company follows broader trends within your region or their industry, or has more unique characteristics.

Interview Questions

About your company/industry:

1. Please provide a brief overview of your company:
   - *Data sources: D&B, Hoovers, RefUSA*
   a. Primary products and services
   b. Size (# of employees)
   c. Location(s) in state; headquarters location
   d. Other
   e. *For company information, see business directories such as Hoovers and RefUSA.*

2. What were some of the key decision-making factors in deciding to locate in [PLACE]?

3. What, if any, obstacles have you encountered by locating in [PLACE]?

Multi-State
Advanced Manufacturing
Consortium

US DOL SPONSORED TAACCCT GRANT: TC23767

PRIMARY DEVELOPER: Center for Regional Economic Competitiveness

RELEASE DATE 07/17/2015

VERSION v 001

PAGE 2 of 5

Competency-Based Workforce Intelligence Training Program
Industry Partner Interview Protocol

4. How has your business changed over the past 3 to 5 years?
   - *Data sources: Quarterly Census of Employment and Wages (QCEW)*
   a. Growth? Decline?
   b. New products or services?

5. What other changes in your company and/or industry do you anticipate moving forward?

About your workforce:

Occupations and Skills

6. What jobs has your company hired for recently?
   - *Data sources: Industry-occupation matrix data by industry, Occupational Employment Statistics (OES)*
   a. Where does your company recruit workers with the skills that it needs most (i.e. community colleges, one-stop career centers, etc.)?

7. What specific technical skills are particularly difficult to find?
   - *Data sources: O*NET*

8. What, if any, certifications or industry-recognized credentials are important to your company when hiring new workers?
   - *Data sources: ACT National Career Readiness Certificate, ETA Industry Competency Models, CareerOneStop*
   a. Are there general certifications you look prefer or require (e.g., National Career Readiness Certificate?)
   b. Are there specific certifications that you require for certain occupations (e.g., NIMS—National Institute for Metalworking Skills)

	RELEASE DATE	07/17/2015
Multi-State Advanced Manufacturing Consortium	VERSION	v 001
US DOL SPONSORED TAACCCT GRANT: TC23767	PAGE	3 of 5

PRIMARY DEVELOPER: Center for Regional Economic Competitiveness

Competency-Based Workforce Intelligence Training Program
Industry Partner Interview Protocol

9. What are some of the occupations/skills that are difficult for your company to retain? Which jobs have the highest turnover? Please explain.
   - *Data sources: State occupational projections*
   a. What strategies has your company employed to keep or attract your best and most skilled workers?

10. What types of jobs do you see your company looking to add at a growing rate over the next 2-3 years?
    - *Data sources: BLS Employment Projections*
    a. Does your increased demand for these jobs mirror that of other companies in your industry?

Training

11. What skills does your company teach in house?

12. What skills require your company to find an outside training provider?

13. Has your company worked collaboratively with area colleges and other training providers to develop specific programs or to meet specific skill needs?

14. What is your preferred method for training your workers (e.g., in-house, night classes, short courses, online, etc)?
    a. How does this differ by job?

Workforce Development support:

Multi-State Advanced Manufacturing Consortium

US DOL SPONSORED TAACCCT GRANT: TC23767

RELEASE DATE	07/17/2015
VERSION	v 001
PAGE	4 of 5

PRIMARY DEVELOPER: Center for Regional Economic Competitiveness

Competency-Based Workforce Intelligence Training Program
Industry Partner Interview Protocol

15. How has your company utilized the financial or technical assistance services offered by organizations designed to support business or workforce development (e.g. local, regional, or state workforce programs, economic development organizations, area colleges, etc.)?

16. What has been your company's experience with these services?

17. Do you have any other ideas, suggestions, or comments that would contribute to our understanding of your company, industry, or the area's challenges or opportunities?

Multi-State Advanced Manufacturing Consortium	RELEASE DATE	07/17/2015
	VERSION	v 001
US DOL SPONSORED TAACCCT GRANT: TC23767	PAGE	5 of 5

PRIMARY DEVELOPER: Center for Regional Economic Competitiveness

Competency-Based Workforce Intelligence Training Program

Industry Partner Interview Protocol

SAFETY DISCLAIMER:

M-SAMC educational resources are in no way meant to be a substitute for occupational safety and health standards. No guarantee is made to resource thoroughness, statutory or regulatory compliance, and related media may depict situations that are not in compliance with OSHA and other safety requirements. It is the responsibility of educators/employers and their students/employees, or anybody using our resources, to comply fully with all pertinent OSHA, and any other, rules and regulations in any jurisdiction in which they learn/work. M-SAMC will not be liable for any damages or other claims and demands arising out of the use of these educational resources. By using these resources, the user releases the Multi-State Advanced Manufacturing Consortium and participating educational institutions and their respective Boards, individual trustees, employees, contractors, and sub-contractors from any liability for injuries resulting from the use of the educational resources.

DOL DISCLAIMER:

This product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.

RELEVANCY REMINDER:

M-SAMC resources reflect a shared understanding of grant partners at the time of development. In keeping with our industry and college partner requirements, our products are continuously improved. Updated versions of our work can be found here: http://www.msamc.org/resources.html.