

MATCHING SKILLS TO JOBS: PARTNERS FOR A STRONG WORKFORCE

Association of Iowa Workforce Partners
12th Annual Conference

May 16-17, 2013
West Des Moines Marriott



www.iaworkforcepartners.org

Thursday, May 16, 2013

9:00–10:00 am	Registration, Visit Exhibitors <i>Concord Foyer</i>
10:00–10:45 am	<p>Welcome and Opening Announcements <i>Concord A-B</i> <i>Shawn Fick, Assistant Director, Job Training Partners (Region 12); AIWP Vice Chair</i></p> <p>Opening Keynote Literacy and Education Effects on Economic Development <i>David Perdue, Perdue Partners LLC; Past Chairman, National Commission on Adult Literacy & Workforce Development</i></p> <p>Perdue will open the 2013 AIWP conference speaking on how literacy and education efforts have affected economic development in today’s regulatory environment. The conversation will include a discussion of the roles both private and public interests can play in the effort, corporate responsibility, today’s workforce needs, competing countries’ workforces, and a look at our current competitive position.</p>
10:45–11:00 am	Break, Visit Exhibitors <i>Concord Foyer</i>
11:00 am–12:00 pm Concurrent Sessions	<p>YOUTH TRACK: The Art of Innerviewing: How to Create Safe Space, Listen, & Ask Questions for Others <i>Salon A-B</i> <i>Jullien “The Innerviewer” Gordon, President and Founder, New Higher</i></p> <p>Based on Gordon’s fifth book, <i>The Innerview</i>, this workshop provides career advisors with a framework for how to create a safe space, listen, and ask introspective questions that generate authentic answers from those they serve. From there, career advisors can help those they serve find meaningful career paths that work for them. Rather than appearing to know what’s right for clients, the counselor engages in deep listening first and support second.</p> <p>Participants will leave this session with strategies on how to re-engage their existing clients and orient new clients; visioning tools to help them and their clients understand who the client wants to become to use as motivation and inspiration for action; strategies to improve their listening to clients; a clear story about why they do this work to share with clients and remind themselves; and key questions that can move client blocks and open up their imagination and knowledge of self.</p> <p>The Essentials of Excellent Customer Service – Part I <i>Concord C-D</i> <i>RK Springfield, Skill Path Seminars</i></p> <p>Make customer service a priority; learn practical, hands-on techniques for living out quality customer service every day and make it an ongoing priority. Participants will exit this workshop with an understanding of how to:</p> <ul style="list-style-type: none"> • Make every customer feel important • Avoid the mistakes that cause most customer conflicts • Handle angry customers with diplomacy and tact • Keep from being intimidated by rude, abrasive customers • Master the subtle communication techniques that make the difference between a positive customer relationship and a tense one, including specific words and phrases to use and which ones to avoid • Project a professional, friendly image both in face-to-face customer service situations and on the telephone • Work as part of a customer team—serving the internal customer in order to better serve the external customer • Manage several customers who require attention at the same time • Handle the five most common customer complaints

11:00 am–12:00 pm
Concurrent Sessions**Playing With Fire: YOUR Conflict, YOUR Leadership, and YOUR True Colors!** *Salon C**Pat Kelsaw and Ahmed Toure, Leading To Change*

What is YOUR leadership style? How can your style work in conjunction with different leadership styles? Furthermore, what are some of the potential conflicts, partnerships, clashes, and complements your style can have with those around you? Often we immediately assess workplace conflict as an inevitable outcome of the diverse work styles around us. However, skilled professionals can utilize a tool like True Colors not only to forecast the different approaches used in the workplace, but also to bridge the divide that often exists between coworkers utilizing their own leadership styles and strategies. Join us for this highly interactive training you can put to immediate application in your work setting, and beyond.

12:00–1:15 pm

Lunch *Concord A-B**Remarks by Iowa Workforce Development Director Teresa Wahlert*

1:15–2:15 pm

Concurrent Sessions

YOUTH TRACK: Passion Finder: How to Discover Your Passion & Identify Professions That Align *Salon A-B**Jullien "The Innerviewer" Gordon, President and Founder, New Higher*

Everyone tells us "Follow your passions." But what does that mean? What is a passion? Is it a feeling? An action? A cause? Gordon guides participants through a process he created called the *Passion Finder* to help them identify their unique contribution to wherever they work. When asked "What do you want to do?" most people think about a profession when in fact, by starting with your passion first, your career possibilities expand and Gordon will explain why.

Participants will leave with new ways of thinking about the word "passion" and what it means in relationship to career paths; a clear understanding of the difference between a passion and an interest; a step-by-step process for helping others identify their passion in one to five words; strategies to identify career paths that may align with a client's passion; and ways to help clients identify a hidden passion at a place they already work.

The Essentials of Excellent Customer Service – Part II *Concord C-D**RK Springfield, Skill Path Seminars***Wrangling Cats and Harnessing Lighting: Strategic Planning and Your Board** *Salon C**Eric Rowles, President and CEO, Pat Kelsaw and Ahmed Toure, Leading To Change*

Mission. Core Values. Goal Setting. If these words make you cringe, then you likely have yet to experience a strategic planning process that should be enlightening, illuminating, and rewarding – but NEVER painful! Come to this hands-on, example-filled workshop ready to assess your current board and how to implement easy tools to bring your board closer and operating more efficiently and cohesively with one another.

2:15–2:30 pm

Break, Visit Exhibitors *Concord Foyer*

2:30–3:30 pm

Concurrent Sessions

YOUTH TRACK: But These Are My Work Flip-Flops: Engaging and Building the Capacity of the Millennial Worker *Salon A-B**Eric Rowles, President and CEO, Pat Kelsaw and Ahmed Toure, Leading To Change*

They have an average employment length of eight months. They text more than talk. And they're the largest generation to ever hit our workforce. How familiar and savvy are you with the Millennial Generation in 2013? In this very HANDS-ON session, you'll learn about their career outlooks, work ethic (YES!), volunteer trends, and cultural influences. This presentation moves at warp speed and is full of REAL tools, REAL examples, and immediately applicable strategies.

2:30–3:30 pm
Concurrent Sessions

How to Deal with Difficult People – Part I *Concord C-D*
RK Springfield, Skill Path Seminars

This powerful training course will teach you to understand difficult personalities and equip yourself with savvy strategies to gain control of situations and deal with poor behavior so repetitive patterns finally cease. You will never again be defenseless when facing the intimidating and impossible behavior of others. Participants will exit this workshop with an understanding of how to:

- Recognize and deal with each of the nine most difficult personality types
- Know which difficult behavior is temporary and which is chronic and how to respond to each
- Control anxieties and fears while confronting difficult people
- Stop tyrants and micromanagers in their tracks

Innovative Strategies for Employer Engagement: Central Iowa Works Sector-Based Committees – Part I *Salon C*
Cassandra Halls, President, 2 THE TOP Career Advancement Strategies; Facilitator, Central Iowa Careers in Financial Services
Connie McKeen, Central Iowa Careers in Health Care Workforce Partnership Facilitator

Join Cassandra Halls and Connie McKeen, Central Iowa Works, for an in-depth discussion and “how-to” session on establishing industry-focused, employer-led workforce partnerships. Central Iowa has learned over the past three years that the greatest way to improve the quality of education and training programs, increase placements of job seekers in employment, and address retention strategies is to put the employers in the driver’s seat. Learn from the lessons experienced in Central Iowa, but then spend time working hands-on to see if this strategy could work for your region and how to get started.

3:30–3:45 pm

Break, Visit Exhibitors *Concord Foyer*

3:45–4:45 pm

Concurrent Sessions

YOUTH TRACK: Virtual Realities: Social Networking and the Millennial Workforce in 2013 *Salon A-B*
Eric Rowles, President and CEO, Pat Kelsaw and Ahmed Toure, Leading To Change

Do you know how to use FLICKR? How about TWITTER? Have you mastered TXT MSSGNG yet? Can you tell the difference between ZUDE, NING, CARE2 – and what a WIDGET is? This workshop will invite participants into the world of social networking sites such as Facebook, LinkedIn, Meebo, Xanga, and even Second Life. Come to this session ready to experience the world of online identities and pick up some specific methods on how you can use this technology as a valuable tool in your workforce development efforts.

How to Deal with Difficult People – Part II *Concord C-D*
RK Springfield, Skill Path Seminars

Innovative Strategies for Employer Engagement: Central Iowa Works Sector-Based Committees – Part II *Salon C*
Cassandra Halls, President, 2 THE TOP Career Advancement Strategies; Facilitator, Central Iowa Careers in Financial Services
Connie McKeen, Central Iowa Careers in Health Care Workforce Partnership Facilitator

5:00 pm

AIWP Annual Board Meeting

7:30–8:30 am

Breakfast Buffet, Visit Exhibitors *Concord Foyer and Concord A-B*

8:30–9:30 am

Concurrent Sessions

YOUTH TRACK: LearnDoEarn – The Almost Real Experience *Salon A-B*

Dana Egreczky, President and CEO, New Jersey Chamber of Commerce Foundation; Senior Vice President of Workforce Development, New Jersey Chamber of Commerce

In this workshop, you'll learn about the LearnDoEarn Almost Real Experience and how you can use it with youth clients. The LearnDoEarn Almost Real Experience offers six simulated environments created by table games in which participants play the roles of key decision-makers, from managers making hiring decisions to college officials making admissions decisions. Participants must work in teams, discuss issues, reach consensus, make decisions, and compete against other teams, thus gaining skills employers appreciate. These highly structured but social environments work in any situation in which learners benefit from experiential and/or team-based learning, thus better accommodating all learning styles and all students. The games can be used in school classes, after-school or summer programs, or student workshops. LearnDoEarn games have also been designed for use as a set of core activities that can be embedded in transition plans for students with disabilities.

Platform to Employment: Putting the Long-Term Unemployed Back to Work *Concord C-D*

Joe Carbone, President and CEO, The WorkPlace

A profound social change is happening right before our eyes, impacting millions of workers and shedding jobs at a rate not seen in decades. Workers have exhausted benefits, become discouraged, and left the labor force. Many are without hope. This presentation will use the innovative Platform to Employment program to illustrate how the Workforce System can respond to structural changes impacting our economy and deliver services that bring the long-term unemployed to a platform of readiness to compete.

Overcoming Barriers: Helping the Formerly Incarcerated Secure Employment – Part I *Salon C*

Colleen Willman, Supportive Service Specialist, Safer Foundation
Darryl Tayborn, past program participant and Assistant, Safer Foundation

This workshop will explore the many barriers faced by individuals with criminal records and how those working to serve this population can be effective in meeting these special needs. Topics explored will include client engagement, assessing job readiness, job coaching (including how to discuss a criminal history with a prospective employer), completing job applications, and advocating in the community with employers.

Learn from a formerly incarcerated individual firsthand about his personal re-entry struggles and the barriers he faced upon release. Participants will be encouraged to share what they have found helpful and discuss their hurdles in assisting this population.

9:30–9:45 am

Break, Visit Exhibitors *Concord Foyer*

9:45–10:45 am
Concurrent Sessions**YOUTH TRACK: Manufacturing Careers Internship Program: Connecting Youth to Today's Manufacturing** *Concord C-D**Amanda Rothenburger, Youth Services Manager, Business and Career Services, Inc.
Rand Haas, President, Medusa Consulting Group*

Created to expose youth to career opportunities in manufacturing, the Manufacturing Careers Internship Program (MCIP) directly addresses local workforce demand by providing mentoring, education and training to prepare youth for a rewarding career in manufacturing. Participating youth complete a two-week manufacturing boot camp that combines work readiness activities with onsite visits to local manufacturers and ends with an Intern Job Fair. Youth are placed in a local company on an eight-week internship. The results speak for themselves: 55% of youth who participate in the program have obtained full-time employment after their internship, due in large part to the partnerships developed in the community. Through discussion of this successful model, attendees seeking to start a similar program locally will gain tips on introducing manufacturing careers to participants and engaging employers.

AlmostRealProducts: A Tool to Prepare Job Seekers for the Real World *Salon A-B**Dana Egreczky, President and CEO, New Jersey Chamber of Commerce Foundation; Senior Vice President of Workforce Development, New Jersey Chamber of Commerce*

This workshop will show attendees how to use the *AlmostRealProducts* tool to prepare clients for job searching. A tool developed by business and industry, *AlmostRealProducts.com* offers job seekers of all ages the opportunity to practice completing job applications and taking pre-employment tests and surveys. Virtually identical to those required by businesses as they move more and more of their hiring processes to online applications, *AlmostRealProducts* is better than real. Immediate feedback helps users improve their performance and lets instructors close knowledge gaps, preparing clients to clear the first hurdle in securing an interview and, eventually, a job. Several Iowa workforce regions are already piloting this tool. Come learn how it can help you serve your clients and how to add it to your product box.

Overcoming Barriers: Helping the Formerly Incarcerated Secure Employment – Part II *Salon C**Colleen Willman, Supportive Service Specialist, Safer Foundation
Darryl Tayborn, past program participant and Assistant, Safer Foundation*

10:45–11:00 am

Break, Visit Exhibitors *Concord Foyer**Turn in Exhibitor Bingo for a chance to win prizes!*

11:00 am–12:00 pm

Closing Plenary *Concord A-B***GENERATIONAL CROSSROADS: When X, Y, & Boomers Collide***Pat Kelsaw and Ahmed Toure, Leading To Change*

2013 marks an unprecedented time in the history of the United States workforce. On one hand, we are witnessing some of the highest rates of unemployment in the past five decades. On the other hand, we have a critical need for a skilled labor force, including Baby Boomers in the third and fourth phases of their careers, Generation X who are managing both their primary AND backup jobs, and the Millennials! They're the largest generation the United States has ever experienced, and they are poised to rapidly transform the changing workforce – from technology to teamwork, from communication styles to customer service. This dynamic session will highlight all three generations and provide participants with practical and tactical strategies that they can take to further bridge the gap between Boomers, Generation X'ers, and Millennials. Presented in a fast-paced, music and media-packed format, this highly energetic and interactive plenary is bound to wrap up the Annual Conference experience with a loud (and laughter-filled) BANG! Don't miss this opportunity to build your own knowledge about the different uses of technology, social media, communication patterns, views of work style, workplace hierarchy, practices of customer service, and maintenance of work/life balances by all three generations.

Closing Comments and Prize Drawings

AIWP thanks Iowa Workforce Development and the U.S. Department of Labor for generous support of this year's conference.



U.S. Department of Labor
Technical Assistance & Training

Thank you to our Exhibitors:



Denison Job
Corps Center

Des Moines Area
Community College



Grand Canyon
University



Iowa Lecet
(Laborers-Employers Cooperation
and Education Trust)

Iowa State Building
and Construction
Trades Council

USDOL Office of
Apprenticeship



Visit all the exhibitors for a chance to win prizes! Turn in your completed Bingo card at the registration desk by 11:00 am on Friday, May 17. Winners will be drawn after Closing Plenary. **Must be present to win.**

About the Speakers

Joe Carbone

Joe Carbone has been President and Chief Executive Officer of The WorkPlace (based in Bridgeport, Connecticut) since 1996. During Carbone's tenure, The WorkPlace has evolved into a nationally recognized leader in creating innovative workforce programs. The WorkPlace's entrepreneurial approach to workforce development has expanded the agency's capacity to assist underserved populations, including workers with disabilities, at-risk youth, veterans, and the LGBT community. Most recently, The WorkPlace launched a unique program for "99ers," the growing ranks of unemployed persons who have exhausted their state and federal unemployment compensation benefits.

Carbone has branded The WorkPlace as a competitive business rather than a traditional nonprofit. The WorkPlace's aggressive pursuit of competitive grants from both government and private foundations enables the organization to provide life-changing assistance to thousands of people each year in Southwestern Connecticut. The WorkPlace functions as a think-tank for workforce solutions. Carbone often initiates projects that address developing issues, such as the plight of "99ers," before they receive national attention.

Carbone is a seasoned administrator with private-sector experience, having managed government relations for Textron and the Allied Signal Corporations. As a leader, Carbone's style emphasizes entrepreneurship, inclusion, cooperation, and accountability.

Dana Egreczky

Currently senior vice president of Workforce Development for the New Jersey Chamber of Commerce, Dana Egreczky also serves as the president and chief executive officer of the New Jersey Chamber of Commerce Foundation. Egreczky has a bachelor's degree in the biological sciences and a master's degree in training and organizational development. Her experience includes 16 years as a public middle and high school science teacher, three years as a corporate trainer, and over 20 years with local and regional chambers in establishing their workforce development initiatives. She currently serves on a number of boards and committees.

Jullien "The Innerviewer" Gordon

Jullien Gordon is a high-performance coach and consultant for organizations, individuals, and teams who want to increase employee performance, motivation, engagement, and retention. As a Founding Partner at New Higher (based in Brooklyn, New York), his consulting work has helped Fortune 100 companies, start-ups, nonprofits, and universities align their human capital strategies to understand, engage, motivate, and retain high performers. Gordon's speeches and trainings have helped over 10,000 professionals discover more ways to create value, be present, and make meaning at work. New Higher's introspective techniques, trainings, and tools seek to motivate, engage, and retain talent to increase presence, productivity, and profit.

Gordon has been in the talent recruitment and development industry since 2007, beginning with his work as the Associate Director of Talent Recruitment for Management Leadership for Tomorrow, where he recruited diverse talent at the college and MBA level. From there, he went on to start his own leadership development company called The Department of Motivated Vehicles (which is now New Higher). Gordon has authored five books on career advancement, finding purpose, goal achievement, and closing the college-to-career gap to help young professionals discover their life's work and make their highest contribution to the world and through their daily work. He has two master's degrees from Stanford University, an MBA and Master's in Education, and a bachelor's degree from UCLA.

Rand Haas

Rand Haas, Manufacturing Careers Internship Program (MCIP) Project Manager, has more than 25 years of experience in the manufacturing industry, including co-founding two Illinois area initiatives: the Midwest Reshoring Initiative and the I-90 Golden Corridor for Advanced Manufacturing. His background also includes working as the Economic Development Coordinator for the City of Rolling Meadows and the Village of Hanover Park, Illinois. Haas had been the Project Manager since the inception of MCIP with its pilot program in June of 2011.

Cassandra Halls

Cassandra Halls is the founder and president of 2 THE TOP – Career Advancement Strategies. Halls believes very strongly in helping the workforce develop independent skills to plan and prepare for positive career transitions. It was this passion that led to the establishment of 2 THE TOP – Career Advancement Strategies to provide career development services for individuals as well as corporations and nonprofit organizations.

Halls has spent many years in public administration in Iowa. As City Manager for two cities and as CFO for a third, Halls was responsible for managing significant budgets, resolving employee issues and overcoming controversy, among many other items. Halls left public employment for the experience of working with a private corporation. As Vice President of Strategic Accounts for ISGN, a global technology company, Halls worked with mergers and acquisitions, human resources and with forming client relationships.

Today Halls focuses on providing cutting-edge career coaching, and serves as Facilitator for Central Iowa Careers in Financial Services. Career development curriculums developed by 2 THE TOP have reached over 40,000 Iowans in the last two years. As a working adult student, Halls was proud to earn her Bachelor of Arts degree from William Penn University in Oskaloosa, Iowa, with a major in Public Administration.

Pat Kelsaw

Pat Kelsaw, MSW, of Leading To Change, Inc. is frequently sought after to facilitate strategic planning meetings and staff retreats across the country. A California native, Kelsaw earned a BA in communications and a teaching credential from the University of California, Davis. As an elementary school teacher, Kelsaw taught in the Rio Linda (Sacramento area) and Los Angeles Unified School Districts. Being a passionate advocate for youth, families and communities inspired her to return to school to obtain a Master's in Social Welfare from U.C. Berkeley. Working in maternal and child health for over 25 years, Kelsaw received numerous commendations for her paid and volunteer work with community health programs. As a grant writer and a former program officer, Kelsaw has garnered over \$2.5 million in funds for community initiatives and programs. As a training associate with Leading To Change, Kelsaw has presented across the country to youth and adult audiences, including the Alabama Community Educators Association, California/Sierra Health Foundation, and South Carolina Campaign to Prevent Teen Pregnancy. Prior to joining the LTC staff, Kelsaw was the executive director for an adolescent health clinic in Rock Hill, SC. To fortify her love for teaching, she works as an adjunct instructor for several local colleges in the Carolinas.

Connie McKeen

Since 1998 Connie McKeen has worked to put people to work. In 1998 she began her role as a Career Management Consultant for Right Management, a global leader in talent and career management. As a career management consultant, she works with professionals from the top of the house down, providing emotional support, community/professional connections, job search training, assistance with resumes, cover letters and other marketing materials, and more. After McKeen assumed the lead consultant role for the Des Moines office in 2006, the office received outstanding customer service awards yearly. In 2009 the office was one of the 17 offices out of 300 across the globe, one of 10 nationally, and one of two in the region that received a newly created "gold" customer satisfaction award. Additionally, she developed several new collaborative efforts with organizations across the community.

In early 2011 McKeen took on the role of Central Iowa Careers in Health Care Workforce Partnership Facilitator. In this role she has worked hard to listen to the needs and wants of the health care workforce partners and implement initiatives to make the work of the partners come alive, serving their needs as well as putting people to work. Prior to 1998, McKeen spent a few years following her passion as a trainer, consultant and collaborator on her own. For the 18 years prior to that, McKeen was a department director in a local health care organization working with paid and unpaid staff, developing and managing programs and people.

David Perdue

David Perdue, a founding partner of Perdue Partners LLC (based in Atlanta, Georgia), has enjoyed a 39-year career in retail and branded consumer products. His career, which was focused on international consumerism, required him to live in France, Singapore and Hong Kong as well as several locations within the U.S. During his career, Perdue served as Chairman and CEO of Dollar General, a Fortune 500 company, with oversight of 8,000 stores nationwide. He was Chairman and CEO of Pillowtex, a textile manufacturing company. He also served as President and CEO of the Reebok brand and is credited with revitalizing the athletic brand in the early 2000s. Perdue served as a Senior Vice President of Haggart Inc., and was Senior Vice President of Asia Operations for Sara Lee, where he established the firm's first Asia headquarters. He is also a past chairman of the National Commission on Adult Literacy & Workforce Development.

Amanda Rothenburger

Amanda Rothenburger is currently the Youth Services Manager with Business and Career Services, Inc. in Arlington Heights, Illinois, and is responsible for overseeing the delivery of employment and training services to youth customers throughout the agency. Rothenburger has an MA in Clinical Psychology. She has been with BCS for more than six years and part of the management team for more than three years. She is experienced in the area of workforce development and has been actively involved in the development of Manufacturing Careers Internship Program (MCIP). Rothenburger is also a member of the National Association of Workforce Development Professionals (NAWDP) and a Certified Illinois workNet Advisor (CIWA).

Eric Rowles

Eric Rowles is President/CEO of Leading To Change, Inc. and is a nationally recognized trainer, speaker, and consultant who has worked with over 150,000 youth, adults, administrators, professionals, and policymakers within the past 15 years. His presentations are legendary, combining the energy and innovation of a master trainer, while at the same time reaching each of us through his stories, research, and on-the-ground strategies. One part motivational speaker, one part DJ, and two parts community organizer, Rowles runs a customized consulting and facilitation practice that, through a network of more than 20 dynamic and diversely talented trainers, works with for-profit and nonprofit organizations to achieve progressive and dynamic change.

Rowles' previous experience includes his work as Senior Director of Training with the Youth Leadership Institute (CA), Director of Leadership Development at Rutgers University (NJ), Director of International Youth Summer Abroad programs (CA), and Substance Abuse Prevention Coordinator with Riverside County Friday Night Live (CA). He also ran a traveling theater company that toured for over 10 years. Rowles has been a volunteer trainer for the National Conference on Community and Justice Anytown Program, New Jersey College Leadership Diversity Conference, and Teaching Tolerance Curriculum Instruction. Rowles was also a faculty member at the University of North Carolina, Charlotte and Rutgers University. He has over a decade of innovative and cutting-edge classroom instruction and facilitation experience, including extensive use of experiential and "low-ropes" techniques and methodologies in his presentation and training approaches.

Rowles holds a Bachelor of Arts degree from the University of California, Riverside where he double-majored in Ethnic and Cultural Studies, and Sociology/Psychology/Anthropology/Philosophy. He received his Master of Science degree from Central Connecticut State University in Educational Leadership and Design. Rowles lives in Charlotte, North Carolina with his wife and two daughters.

RK Springfield

RK Springfield, from SkillPath Corporate Strategies, is an award-winning Certified Corporate Trainer with over 20 years of experience in progressive experience design, program creation, and delivery of organizational development solutions for regional, unit and executive managers in corporate and nonprofit business environments. By understanding the needs of varying industries, Springfield is consistently ready to tailor content to match the audience, and is always able to find ways to provide techniques that drive higher productivity and success.

Springfield's long and fulfilling career is rich with personal and professional successes. He has supervised large training initiatives, been a field trainer for one of the largest sales corporations in America, and performed software trainings throughout North America. As a facilitator, Springfield has focused on preparing companies to implement Lean Manufacturing, ISO standards and AS400, as well as focus on growth by understanding advanced procedures.

Springfield received his training and certifications while he was a corporate trainer for Emery Worldwide. During his tenure, Springfield also initiated the internal training university and the train-the-trainer programs, both of which involved the Lean Compliance program. Springfield's full understanding of the Lean Manufacturing process is what really drives his trainings. He is a facilitator who can create clarity from complexity, and provide strategies to overcome the obstacles participants typically face when using new techniques.

Darryl Tayborn

Darryl Tayborn grew up on the South Side of Chicago and despite the support and encouragement of a loving family, became involved with a negative peer culture, which eventually led to his arrest, conviction and a 30-year prison sentence. Tayborn served half of his sentence and was released in 2005, after which he chose to settle in the Quad Cities. Tayborn's post-release struggles, like many other formerly incarcerated individuals, were filled with doubt, apprehension, and uncertainty. Due to his prior background and the stigma this created with employers, securing employment proved difficult. Tayborn sought out the services of the Safer Foundation, where he was referred to Xpac, a provider of packaging services. Tayborn was hired as a production worker in January of 2006 and through his persistence in learning all aspects of the business was quickly promoted to a management position, where he remains today.

In the spring of 2009, to help make ends meet, Tayborn applied and was hired as a part-time office assistant at Safer Foundation. Tayborn is actively involved in his community, where he provides motivational talks, mentors others facing the same barriers, and serves on the boards of the Supplemental Emergency Assistance Program and QC Advocates for Offender Success. It is Tayborn's desire to "give back" and let others facing similar situations know there is hope and help available.

Ahmed Toure

The self-proclaimed "Rockstar" of Leading To Change, Ahmed Toure has visited three continents and five countries, and considers himself a humble and somewhat-cultured individual. He enjoys learning about groups of people, foreign and domestic, because it is his hobby to broaden his scope of knowledge and fully appreciate life. He is a 22-year-old graduate of the University of North Carolina at Charlotte and a native of New York with ties to The Ivory Coast. Additionally, Toure has recently completed his first year of graduate work at the Charlotte School of Law. He enjoys helping people and plans on leaving a positive impression on the world as a trainer with LTC, where he has worked with over 100 training audiences, from touring the state of Indiana to presenting to standing-room audiences in Atlanta, Nashville, Boston, and Los Angeles.

Teresa Wahlert

Teresa Wahlert is Director of Iowa Workforce Development. Wahlert began her career in Data Systems for Northwestern Bell in Omaha, holding a variety of positions including District Manager – Finance at AT&T headquarters in New York, General Finance Manager in Omaha, and Assistant Vice President – Finance for U S WEST. In 1995, Wahlert became the first female to head the Iowa operations, employing 2,300 people serving 750,000 customers. She retired from QWEST in 2002 after 32 years of service. In 2003, Wahlert was named President and CEO of the Greater Des Moines Partnership where she had operational oversight and led fundraising efforts for this public/private partnership. In 2004, she was named President and COO of Mid-America Group, a regional real estate, investment, and development firm, retiring in 2008.

Governor Terry Branstad appointed Wahlert as the Director of Iowa Workforce Development in January 2011. She leads the agency to help meet the Governor's goals to create 200,000 jobs in Iowa, reduce the cost of government by 15%, increase family incomes by 25%, and make Iowa number one in the nation for education.

A native of Dubuque, she holds an MS in Business as a Sloan Fellow from the Massachusetts Institute of Technology, as well as an MBA from Creighton University and a BS from St. Mary's College at Notre Dame. Wahlert lives in Waukee with her husband, Howard, and has three grown children and one grandchild.

Colleen Willman

Colleen Willman has been a Supportive Service Specialist with the Safer Foundation's Davenport office since 2004. The Safer Foundation, headquartered in Chicago, Illinois, is a not-for-profit 501(c)(3) organization that provides services aimed at eliminating barriers to employment and education for individuals who have been incarcerated or involved in the criminal justice system. In her position, Willman provides employment and career counseling to young people referred from Juvenile Court Services, as well as assists in enrolling students in post-secondary education and vocational training programs. Willman has over 30 years of experience working in youth-serving organizations as well as home visitation programs for high-risk infants and families.

Willman is extremely knowledgeable about community resources, which can be of assistance to her clients, and is a tireless advocate for her clients with area employers, encouraging them to hire individuals with criminal records. She is actively involved in the community, volunteering her time with a number of organizations and representing Safer in a variety of community groups. Willman is a past recipient of the "Volunteer Award," given by United Way for employees working to make a difference in their community.



ASSOCIATION OF IOWA
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