



ESSENTIAL CAREER & EMPLOYABILITY SKILLS

The Human Capital Development Newsletter

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From the Desk of the Director

Hello! I am Latoya Brower, Director of Essential Career & Employability Skills (ECES) at Central Carolina Community College.



Latoya R. Brower
*Director, Essential Career
& Employability Skills, CCCC*

ECES is the revisioning of our Human Resources Development (HRD) training program. I am excited to share with you a program redesigned to meet the needs of today's, and the future's, workforce. This program is designed with the individual job seeker as well as industry partners in mind. We strive to deliver high-quality training that will help develop the well-rounded and highly-skilled workforce needed for the growing employment opportunities coming to North Carolina. Well-rounded employees have not only the hands-on technical skills to accomplish job tasks, but also the soft skills that are essential to successfully and effectively communicate and interact with

everyone from top management to customers. This combination of skills creates an employee that is a true asset to any organization.

In upcoming editions of the newsletter, you can look forward to learning more about ECES programs and the fabulous team of instructors that teach them.

I hope you enjoy this first edition of the ECES program's Human Capital Newsletter.

Until next time!



Contact the Director

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What You Don't Know **You Need**



You may know you need a job or may need a better paying job. You may know that you need a state or national certification to obtain employment in a certain field.

But, did you know that it takes more than knowing how to install carpet and insulation, take a patient's blood pressure, or tune up a car to actually get and keep employment?

Even before the viral pandemic hit, the world of work was already moving at lightning speed requiring staff at all levels to continuously learn, develop, and upgrade their skills in order to keep pace with the demands placed on organizations. This has made the need for a highly-skilled workforce that much more critical.

Front-line and entry-level staff need leadership, critical thinking, creativity, problem solving, as well as customer service skills to be effective and marketable. Long gone are the days when supervisors and managers had employees come to them with any and every problem that popped up during the workday. Today, managers' plates are overflowing with strategic business decisions that require them to be in one meeting after another or one call after another. More and more, modern-day leaders are relying upon lower-level, front-line employees to make critical, in-the-moment decisions that affect the day-to-day operations of the business.

Front-line employees deal with customers on a regular basis. They are the staff that get to hear how well or not the business is meeting customer demands and needs. As a result, front-line staff feedback and ideas are very valuable to employers for effective decision-making.

Most importantly, this need to upgrade skills is not solely for front-line staff or individuals that may not utilize formal skills training in their day-to-day activities. Even managers and other organizational leaders can use some career and employability skills fine tuning.

- Perhaps you are a middle-manager that wants to become a division or regional manager. You may have the business management skills and fully understand supply chains and inventory schedules, but do you have the people skills to adequately network with key individuals that could impact your career?



Knowledge is power. Information is liberating. Education is the premise of progress, in every society, in every family.

– Kofi Annan

- Maybe you are questioning whether you are in the right career and feel like you are in a rut, but making the transition to a new career, position, or place of employment is too scary and uncomfortable to fathom.
- Maybe you are someone that just needs to find how to create the mythical work-life balance so you can leave the office at the office even when working from home.

What you don't know you need is career and employability skills training; things like emotional intelligence, skills for making the most of your social media accounts, career mapping, better job search skills, and those professional office skills that help you write better work emails, or better communicate and connect with others.

Can you answer the following questions? If you do not have an answer for even one of these, then you need the ECES program.

- ✔ **DO YOU KNOW** how to conduct a successful virtual interview?
- ✔ **DO YOU KNOW** how to craft a resume that beats the applicant tracking system (ATS)? Do you know what ATS is and does?
- ✔ **DO YOU KNOW** what SMART goals are and why they should be important to you?
- ✔ **DO YOU KNOW** the difference between a job decision and a career decision?
- ✔ **WHAT DO YOU DO** when you finally get the position you applied for? Do you know how to get the most from that position?



Fee Waiver Available for **ECES Courses**

The State Board of Community Colleges grants permission to waive tuition and fees for enrollment in Human Resources Development classes. To receive this waiver, an individual must verify that he or she meets at least one of the following criteria and complete the fee waiver application. The individual applying for a fee waiver must be:

- Currently unemployed, or
- Have received notification of a pending layoff, or
- Working and eligible for the Federal Earned Income Tax Credit (FEITC), or
- Working and earn wages at or below two hundred percent (200%) of the federal poverty guidelines (FPG).

To view the most up-to-date FEITC guidelines and FGP, please visit www.irs.gov/Individuals/Preview--EITC-Income-Limits and aspe.hhs.gov/poverty-guidelines, respectively.





In the **Spotlight!**

ECES Program: Career Ready

The courses in this program category are designed to help individuals who are ready to get hired. These individuals have the technical skills required to do the job and are ready to obtain the finishing touches through gaining essential soft skills critical for interacting with others in the work environment, skills to help them in creating and crafting highly effective resumes, learn important 21st century job search and interviewing skills.

Available courses include:

- + Career Ready Bootcamp
- + Jobs 101
- + WorkKeys NCRC Prep (CCCC created prep course for National Career Readiness Certification)
- + Working Smart (essential soft skills)

Where to Find ECES Course Schedule

The Essential Career & Employability Skills Program is proud to offer members of our communities courses designed to address the needs of today's workforce. From our industry partners to the individual seeking to become a well-rounded employee with both the technical know-how skills, soft skills, and professional business/customer service skills, our courses are created with you in mind.

Our courses are taught by highly educated and skilled educators dedicated to empowering individuals to reach their highest potential. Our catalog of programs feature courses designed for specific audiences; however, these courses can be taken by anyone and there is no particular sequence that courses should be taken in. Reading the course descriptions on the course offerings web page is recommended to find the courses that fit your current needs. View the Continuing Education Course offerings at **www.cccc.edu/ece/find-classes**.

