

LEVERAGING BUSINESS SERVICES

Arkansas Division of Workforce Services



THOMAS P. MILLER & ASSOCIATES

THOUGHTFUL
SOLUTIONS.
EMPOWERED
COMMUNITIES.

OUR MISSION

We empower organizations and communities through strategic partnerships and informed solutions that create **positive, sustainable change**.

OUR VISION

A world that thinks **strategically**, works **collaboratively**, and acts **sustainably**.

OUR VALUES

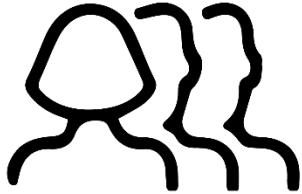
High Quality // Collaboration // Entrepreneurship //
Community Impact // Team // Ethics



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THOUGHTFUL
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OUR AREAS OF EXPERTISE



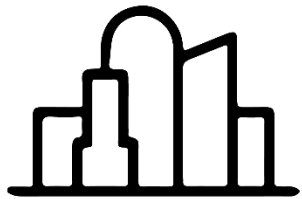
WORKFORCE
DEVELOPMENT

(aligning the talent development ecosystem
to build a demand-driven talent pipeline)



EVALUATION

(partnering with you to measure
program impact)



ECONOMIC DEVELOPMENT
& COMMUNITY RESILIENCY

(targeted strategies to build strong,
resilient communities)

TAILORED SERVICES



RESEARCH



PLANNING



IMPLEMENTATION



RESOURCE DEVELOPMENT



MARKETING



EVALUATION

TRAINING AND COACHING STRATEGIES:

- TPMA will provide regional Training Workshops focused on consultative selling, engaging with business, and selling WBLPs and apprenticeship expansion opportunities
- TPMA will provide on-site support to BSR staff to educate, coach and support BSR's employer engagement efforts
- Provide hands-on direct employer interaction in partnership with BSRs



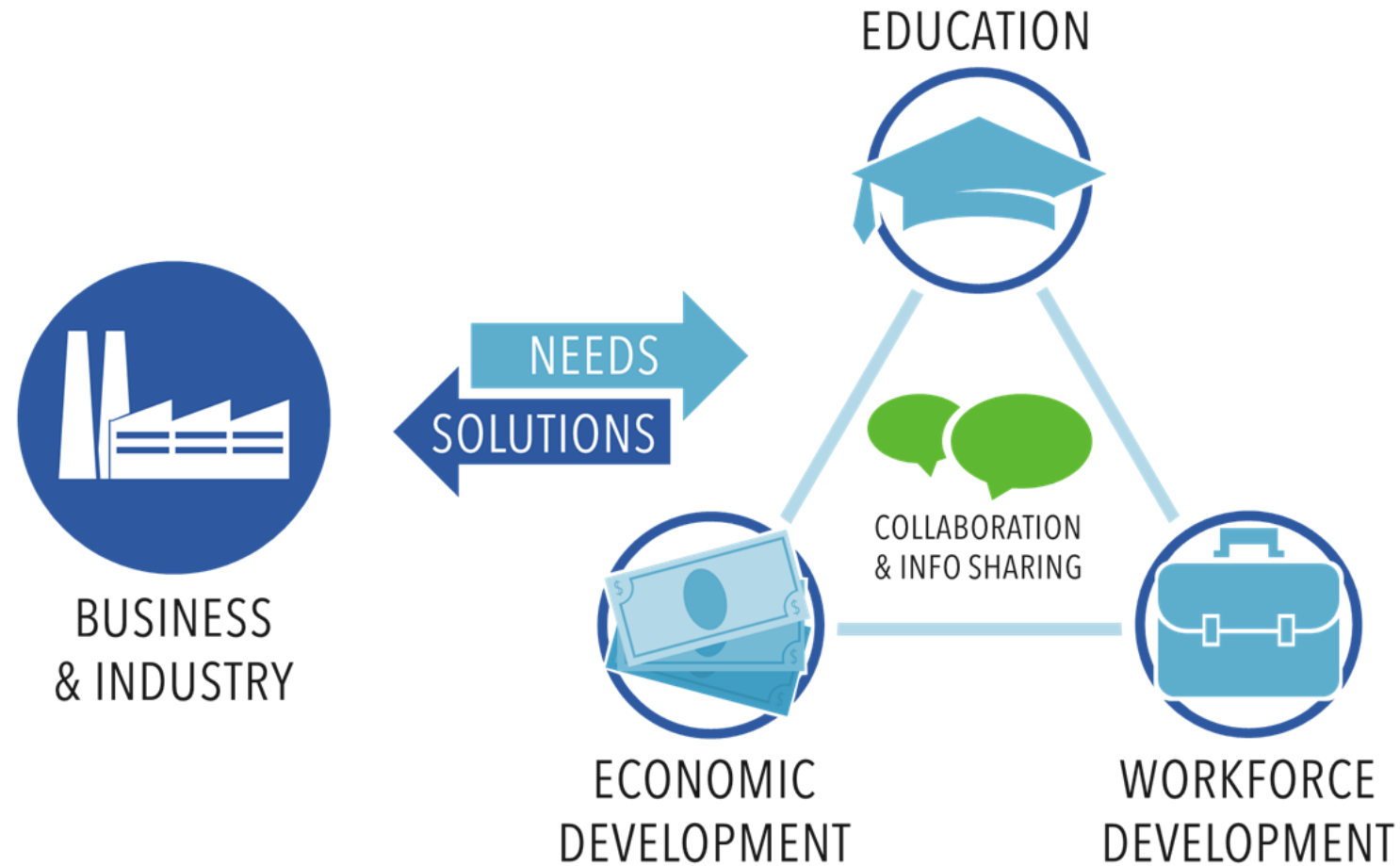
What does “Demand-driven Approach” mean to you?

What role(s) have you given to your Business Services Team?

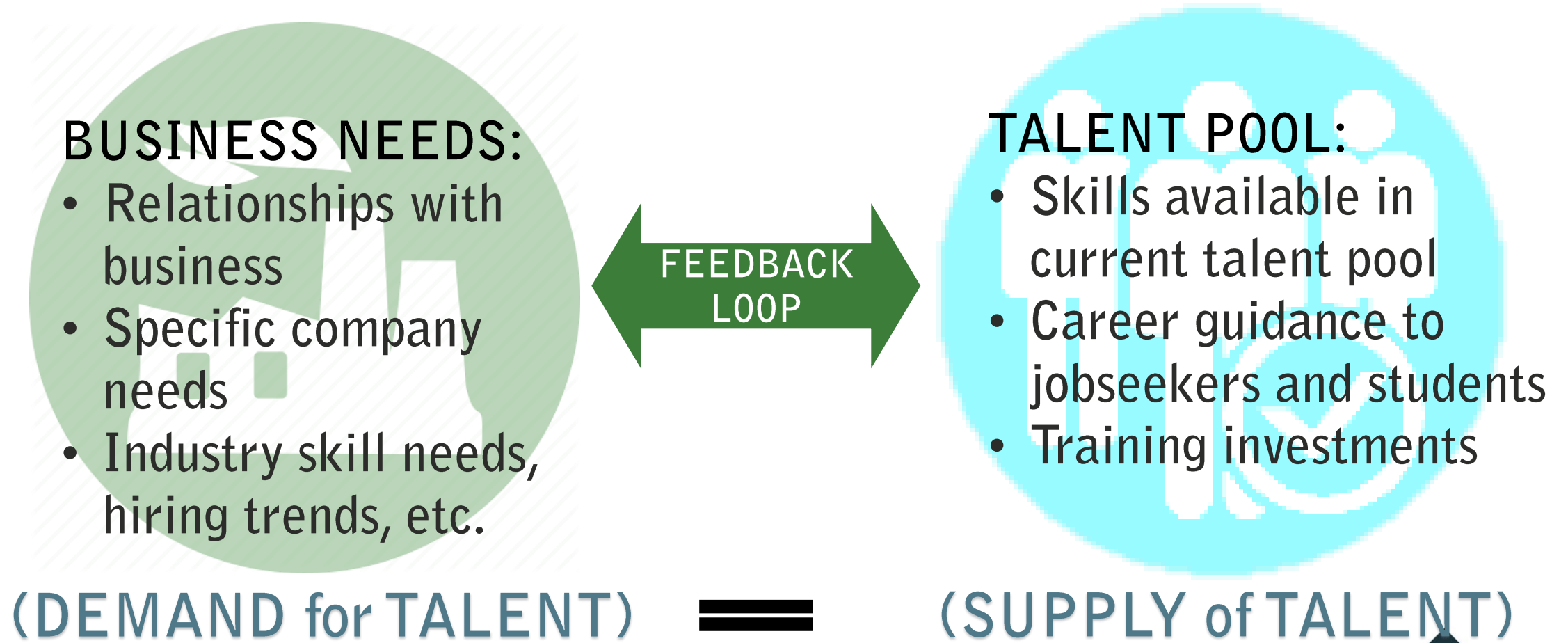
WHAT IS DEMAND DRIVEN?

- Improved communication between workforce system and economic developers
- Utilizing real-time labor market intelligence
- Development of sector strategies
- Effective and high-quality engagement of businesses

A DEMAND-DRIVEN SYSTEM



CONNECTING SUPPLY AND DEMAND



WHAT A BUSINESS WANTS

- Central Point of Contact
- Unified Voice
- Responsive & Timely
- Customized Solutions
- Industry Knowledge
- Consistent Contact
- Assistance Navigating the Process
- Knowledge of All Available Services
- Trust

You are **PROBLEM SOLVERS** and **SOLUTIONS MANAGERS**

- Cater to the customer
- Gain a greater understanding of the customers' needs
- Think about the connections you have and how you can appropriately respond to a service need

FOUR ROLES OF BUSINESS SERVICES

1. Business **Consultant** (workforce intelligence)- develop industry competence, monitor trade association websites, attend business conferences
2. Business **Champion** (representative of business)-represent business internally, promote industries and careers, display investment by industry
3. Business **Connector** (workforce system access)-partner with whole workforce system, support/ build local trade associations
4. Business **Service Provider** (representative to business)- different category names include information services, skills development, business development, retention support

WorkforceGPS – Greg Newton Associates

ACTIVITY:

Four Roles of Business Services

FINAL THOUGHTS

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THANK
YOU!

