Impact Statement #1 – Workforce Development

Wright-Patterson Air Force Base (WPAFB) Dayton, Ohio, has partnered with the Center toward their commitment to investing in personnel with communication, critical thinking and problem solving, including employees in the Air Force Security Assistance Center, the Air Force Life Cycle Management Center, the Air Force Research Lab, and more. Over the past two years, a total of 226 WPAFB employees have participated in a skills-improvement training program with the Alber Enterprise Center.

In 2017, WPAFB Education and Training Section faced the need for enhanced communication skills; the organization’s managers lacked the tools to effectively communicate with their teams. The Alber Enterprise Center addressed four broad areas under the topic, “Breakthrough Communications”: interpersonal skills, team dynamics, handling disagreements, and giving difficult feedback.

Prior to that program, most of participants indicated “disagree” or “neutral” about giving feedback that improves performance. Upon completion, 82 percent of the participants indicated “agree” or “strongly agree” with that statement, which would indicate that these managers learned how to provide more impactful feedback to their direct reports. In addition, 100 percent indicated that they not only learned something new, but would be adopting one or more of the recommended practices as a result of the training. One participant stated, “One of the most useful things I learned in Breakthrough Communication were practical tips that I can use back in the office as well as in my personal life.”

Research has shown that training managers with innovative, hands-on skills followed by coaching, has a positive impact on job satisfaction. In addition, the morale boost leads to reduced employee turnover, higher productivity and stronger team performance. One of WPAFB’s Director’s stated, “(Our) greatest strength is people, which is why we place a big emphasis on ensuring they have the educational opportunities they need to grow personally and professionally.”
Impact Statement #2 – Engaged Ohioans, Vibrant Communities

Working with organizations across the state of Ohio, Alber Enterprise Center makes an impact on the individuals who participate in various personal and professional development programs within these organizations. Some of this manifests itself in the operational improvements that are demonstrated by the business post-training, and some of it is less tangible but shown in the communities and families of the participants. When an individual is coached on how to be a better team player, for example, they cannot help but carry that over into their community lives outside of the workplace.

In 2017, Alber Enterprise Center collaborated with 25 unique organizations in Ohio; clients who were served by the Center through various programs provided on-site in areas of leadership development, team building, cross-cultural communication, CliftonStrengths® assessments®, critical thinking, and much more. Of those 25 organizations, 56% were returning customers, which demonstrates a value seen by these businesses and a positive result of the services delivered. We know that businesses have limited budgets for professional development and training, and yet they are repeatedly choosing Ohio State’s Alber Enterprise Center to fulfill these needs. In total, the Center provided these services to a full 878 participants (employees) representing these organizations in the year 2017. In addition, 83 students completed online courses from the Alber Enterprise Center through osutrainingtoyou.com, including students with military benefits and others, seeking to improve their skills and/or position in the workforce.

Participants often make comments on their evaluations indicating the carry-over of positive results into their communities and families. For example, after completing a development program, a participant said that one of the most useful parts of the course was “...applicable strategies to my work environment.”

These and other anecdotal comments from satisfied participants show the far-reaching scope of the impact resulting from professional – and personal – development programs provided by the Center.

Impact Statement #3 – Workforce Development

One satisfied client based in Marion, Ohio, Sakamura USA, Inc., continues to invest in strengthening its employees and teams. Sakamura USA Inc., is a division of Sakamura Machine Company, located in Kyoto, Japan. The company supports the sale and service of cold, warm, and hot forging presses and related equipment in North America. Many of the parts they produce are used in the automotive, aircraft, medical, bridge construction, and electrical components manufacturing industries.
In 2017, Alber Enterprise Center delivered professional development programs to Sakamura on topics including Building Healthy Teams and Exemplary Leadership.

The long term impact resulting from the Building Healthy Teams program included increased communications between Field Service and Sales, which has resulted in less rework and proposal errors. Increased communication between Sales and Machining departments was another result, which increases efficiency and response time during peak order periods. Following the team training, 100% of the participants (up from 70% before) indicated a commitment to becoming an ‘ideal team player’ as defined by Sakamura’s leadership. As well, 100% of the participants said that the content, ideas and activities helped them to learn ways to improve professionally.

On their evaluations, participants commented about what they learned from Building Healthy Teams that they would incorporate on the job. Those comments included: “to be more open-minded” and “to know my tone and how I come across to others.” One participant indicated “an understanding of accountability and healthy conflict.”

Naomi Taniguchi of Sakamura stated, “Jim (Alber Solution Provider) was a great coach and we are still presenting results of the training to our employees, weekly. The class was not just a class - it gave us assets for life. Also, the reminder app on our mobile phones to follow up the class material was awesome to keep our memories fresh until it becomes a habit.”

As a side note, the company also received the Center’s Excellence in Organizational Transformation Award in May. Sakamura’s award selection was based on the leadership’s demonstrated commitment to continuous improvement and enhanced customer service.

Another evidence of the result of the development programs is in the expansion of Sakamura’s facility – earlier this year, Sakamura doubled its facility to enhance production capabilities and services. Recent web video