

Workforce Training:

FM offers cost-effective and customized training programs to meet specific industry and organization needs.

What is customized training? It is training that is tailored to the needs of each business and their workers. An important feature of customized training is the focus on how occupational and industry specific skills will be utilized in practical ways within the organization. It is effective because employees are more likely to embrace and retain new skills if they are learned in the context of what they encounter each day on the job. In customized programs, employees have the opportunity to drill down on the skills needed for their specific role in the daily operations of the organization.

FM is able to customize programs by sending a training representative to meet with employers to learn about their business, gain an understanding of their staff development needs, and explore the best way to achieve the desired training objectives. We work with employers and employees to examine the specific skill sets they need and identify appropriate training methods. This type of collaboration is vital to creating a customized plan that will incorporate both appropriate content and structured activities pertinent to each business.

The Center for Employer Services utilizes instructors who are well-versed in subjects that apply to today's business operations and have relevant work experience. Most specialize in specific areas such as management, supervision, employee performance, customer service, sales, computer applications, industrial electrical maintenance, and other occupational skills. Instructors are selected for each training assignment based on their mastery of the subject, experience in the field and their ability to relate to the employees of that organization. A combination of lecture, group discussions, and practical application activities produces the best results for workers who need to find training meaningful and want immediate help in their jobs.

FM schedules all programs at the convenience of the employer. Most training is delivered at the employers' site, which saves travel and reduces the time that workers are away from their jobs. Training is also available on FM's main campus in Johnstown or at our instructional site at the Riverfront Center in Amsterdam.

AREAS OF TRAINING INCLUDE, but are not limited to:

- Leadership, Management, Supervision, Coaching, Performance Management and Team Building
- Professional Development: Communication Skills, Embracing Change, Time Management
- Manufacturing: Industrial Electrical Maintenance and Quality Management
- Sales & Customer Service
- Computer Applications: Word, Excel, Outlook, PowerPoint, and AutoCAD
- Safety Training: Forklift, First Aid, CPR.

TRAINING FUNDING ASSISTANCE: Training grants may be available. These include the SUNY Workforce Development Grants for Community Colleges. Organizations interested in exploring opportunities to leverage funding for training should contact the Center for Employer Services to discuss eligibility.

For more information, contact Theresa DaBiere-Craig, CES Outreach Representative at (518) 424-9370 theresa.craig@fmcc.suny.edu