



Employer Interview Protocol

The protocol is intended as a tool to help direct conversations between an education/training provider and/or One-Stop operator and an employer. It should be used as a conversation guide. In some cases the questions will be answered during the course of the conversation. In other cases the interviewer will need to overtly ask the questions.

The protocol would be most useful for conversations with employers who are not currently a part of the collaboration. Allow a one hour time slot in order to cover the questions in the protocol.

Protocol

We would like to spend some time learning about your company, its operations, and any challenges you face with respect to your current workforce, or that you anticipate in the future.

Please start by giving us some general information about your operations. How many people do you employ? What types of positions do they hold? Do you have other locations? If so, where are they?

Can you share your workforce development goals for the next 1-3 years?

What are the challenges you face in meeting these workforce development goals (new technologies, competition from abroad, lack of qualified workers, etc.)?

Have you or are you working with the public workforce investment system or education institutions to help you meet these workforce development goals? What has your experience been in working with such organizations?

Current Staff

Do you currently have staff trained to meet your workforce development goals?

Do you anticipate needing any training to keep up with new processes, projects or technologies in the future?

How would you describe the gaps between the skills your employees currently possess and the skills they will need in order for your company to remain competitive?

If there are gaps, what are the titles of those positions that could potentially require training to continue to meet your needs?

What sort of skills training (or degree) would an individual need to be successful in these positions?
(Discuss one at a time)

How do you train your employees?

Have you been satisfied with the training you have implemented in the past (if yes, what was successful, if no, why not?) Do you see any ways that you would change that training in the future?

Is there a career ladder/lattice for the individuals in these positions? If so, please describe.

What training do you offer employees to move up or within these ladders/lattices? Are you facing any challenges in aiding your employees' movement within these ladders/lattices?

New Staff

Have you recruited employees recently? If so, have you experienced any difficulties in finding recruits? Please explain. How do you recruit, screen and assess new employees?

Are you satisfied that there is an ample pool of qualified labor to fill the positions you have vacant? If not, what are the challenges?

Do you anticipate recruiting additional staff in the next 1-3 years? If so, how many? What sorts of jobs do you anticipate filling?

(If the titles are different from the current staff) please describe the positions and the skills needed.

What are the minimum requirements you would consider in recruiting new employees in these positions? (List one by one)

How do you train new employees?

Are you satisfied that new employees prepared by college partners enter the workforce sufficiently prepared?

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