



Incumbent Worker Training Program Success Story

Successful collaboration between the OMJ Business Services Unit, The Business Resource Network (BRN) and BRN partner Walsh University to connect a Navarre, Ohio business to the Incumbent Worker Training Program (IWTP).

The purpose of the Incumbent Worker Training Program (IWTP) is to support training projects that will benefit Stark and Tuscarawas County employers, with a primary emphasis on manufacturing and healthcare industries, by assisting the skill development of *existing* employees. Employers are required to contribute no less than 50% of training costs, with a grant award maximum of \$25,000 and the training must be completed by 12/31/21.

“Miller Weldmaster recently utilized funding from the Incumbent Worker Training Program to provide training for our customer facing field employees. The employees that were trained provide customer service to our customers offsite and represent our brand to our customers.

We partnered with Walsh University to create a customized training program for these employees. The team at Walsh University was great to work with and they were familiar with the requirements of the Incumbent Worker Program which made the process even more convenient. Walsh University met with my team to understand our brand, our mission, and our company values. The training program was customized to fit our business needs. Walsh trained the team on customer service, customer resolutions, cultural norms (domestically & international), how to properly represent our brand and more!

Walsh conducted the training at their facility and handled all set up and take down, along with providing a wonderful catered lunch for the participants. It was a one-day training program, but Walsh has followed up with the participants since the training and provided them with materials and tools that we continue to work through for continued development.

Helene with Ohio Means Jobs was fantastic to work with! Helene made the process as easy as possible and kept the lines of communication open and was available if I had any questions or concerns. Helene kept me updated throughout the whole application and reimbursement process.

Miller Weldmaster continues to see the positive outcomes from this training program and the engagement that it created for our team. I recommend this program for any company that is interested in improving their workforce, developing, and engaging their team through education and training. Miller Weldmaster has seen a positive impact on our business and customer relations because of this program. We have received a full return on investment with results in employee engagement and professional growth from the team members who were involved in this training program.”

-Nichole Simmons
HR Manager Miller Weldmaster