

# Training Inc.



*Training, Inc. instills in its trainees a strong sense of professionalism, dignity, and employability that will enable them to enter, compete, adapt, and grow in the mainstream of American life.*

**TO:** *The Chicago Business Community*

**FROM:** *Warren Bacon, President of Chicago United*

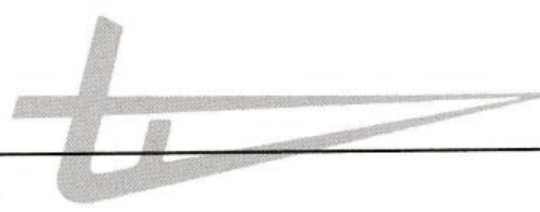
Visit Training, Inc. on the first day of a new term. You will find men and women uncertain of their capabilities, and uneasy with the business world. Others have had work experience but have been caught in the economic recession and would like to put their skills back to work.

Visit "Lester Hill" or "Palmetto Insurance Company" (the simulated business corporations) at Training, Inc., ten weeks later. You will discover a group of efficient, well-groomed, confident "businessmen and women" dealing with the many aspects of running a company. Yes, these are the same people you met the first day.

Attend the Training, Inc. graduation luncheon. You will see a group of well-trained, articulate men and women, resumes in hand, ready to take on the business world. It is hard to believe that this exciting transformation has taken place in only 14 weeks. But it happens!

This brochure will give you some idea of how the staff at Training, Inc., performs this rewarding task. It also shows the business community how it can continue to be, or become, a part of this worthwhile endeavor.

Training, Inc., by developing neglected human potential, is assisting business, educational institutions, private and governmental agencies in meeting the employment challenges facing us today and in the future. Each time we select someone to fill a job opening today, we are making a substantial investment in tomorrow. It makes sense that this investment begin at the beginning. Clearly, Training, Inc. is worthy of your interest and support.



### *Credits*

Amoco Photography Department  
Leo Burnett Company, Inc.  
Dennis K. McNamara, Photography  
Inara Cedrins Sander, Design

Donated by Peoples Gas Light and Coke Company

*Cover: Faythe Combest, Graduate.*

## *What are the primary objectives of Training, Inc.?*

To provide high quality, innovative training programs to prepare Chicago area unemployed and underemployed adults for high demand clerical occupations.

To instill in its trainees a strong sense of professionalism, dignity, and employability that will enable them to enter, compete, adapt, and grow in the mainstream of American life.

To provide employers on a non-fee basis with industrious, motivated office workers who will contribute significantly to the effective conduct of their enterprises.



*Sarah Marshall,  
Graduate*

***“Training, Inc. gives its students the background, skills, and confidence to uphold the charges given them by their instructors, and at the same time, meet the demands of Chicago area businesses.” — Carol Abezetian, Human Resources Representative, Chicago Title & Trust Company***

## *What is so unique about Training, Inc.?*

**I**t is a clerical training program designed not only to teach proficiency in the basic office skills but also to focus on the individual's total employability. The curriculum provides employment skill-building in five general areas: office procedures, basic bookkeeping and accounting functions; typing speed and production; word processing and data entry; and career development. This skill development is supported by other critical elements such as business English and math; job seeking and interviewing skills; and business ethics.

The curriculum also deals with the trainee's self-image. They are enabled to understand and exemplify in their own lives the basic character traits and attitudes valued in the business world as necessary for success on the job. This is accomplished by the concentrated application of *Imaginal Education* and a simulated business environment. The effectiveness of this approach is documented by the program's consistent graduation rate of 90 percent or more, a placement rate of 80 percent, and 85 percent retention rate after employment.

## *What is Imaginal Education?*

**T**he methods employed in Training, Inc. are unique in the field of commercial training. The difference is based on the application of imaginal education. This approach to self-image development is analogous to the "total person" concept employed in general education today.

Developed by the staff of the Institute of Cultural Affairs, imaginal education is based on the assumption that when trainees effectively deal with basic operating images, which have reinforced their lack of skill and uncertainty in employment relationships, they have met 90% of the challenge of career preparation.

The objective of imaginal curriculum is to inspire the trainees to see themselves as capable performers of employment tasks which they can master. The program is structured to build self-confidence through achievement. During the educational process, Training, Inc. trainees continually receive "messages" that are aimed at producing a positive self-image of competence, employability, and self-sufficiency.

*"Training, Inc.'s referral of screened candidates is a real recruiting advantage to our company. The 'something extra' that their graduates bring is enthusiasm and a positive attitude about themselves and toward their new job. They are eager to work and eager to learn."* — Leonard H. Newkirk, Manager — Employment,  
AT&T Communications

## *How can a simulated environment make a better employee?*

**T**rainees learn by doing in a classroom that is modeled after a working office rather than the traditional chalkboard, desk and podium. Office systems, work flow, patterns of work, and employee interaction in a business setting are experienced through office simulation and a work responsibility environment. Trainees, by assuming roles in their own simulated corporations called "Lester Hill Corporation" and "Palmetto Insurance Company," learn to appreciate the dilemmas and concerns of management and in the process understand the importance of team work in getting a job done. They prepare department reports, hold meetings, and analyze profit and loss statistics. This training could be called the equivalent to the probationary phase of employment.

## *Why is Training, Inc. so successful?*

**T**he success of Training, Inc. is due to the skill and dedication of its staff; its innovative teaching philosophy, methods and style; the support of local governmental agencies; and the concern, commitment, and generosity of the program's board of directors and local businesses.

"Training, Inc.'s success can be attributed to its non-traditional approach to training, which calls for a dedicated and innovative staff who artfully facilitate each trainee's personal growth. The end product is a trainee who has a greater understanding of self along with increased self-esteem and who believes, often for the first time, that they are intelligent and capable people. All this is accomplished in a totally nurturing environment where they can safely make this journey."

*Beverly Hightower,  
Marketing Coordinator*

**T** — Topnotch  
**R** — Reliable  
**A** — Ambitious  
**I** — Innovative  
**N** — Noteworthy  
**I** — Incisive  
**N** — Noble  
**G** — Golden  
  
**I** — Inspiring  
**N** — New-Found  
**C** — Competence

**TRAINING, INC. . . The name says it all!**

**Ben Perkins, President  
Golden Rule Insurance Agency**

***"We have found the graduates of Training, Inc. to be job-ready in terms of skills and attitude. That is what makes them so highly competitive."***

**— Ronald H. Schaffer, Employment Supervisor  
Peoples Gas Light and Coke Company**

## *How are trainees referred to Training, Inc.?*

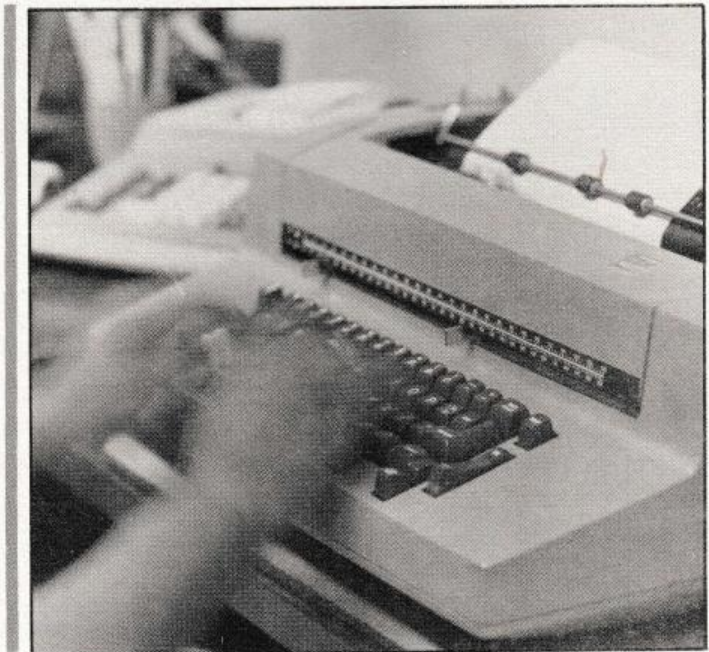
**P**ersons are referred through the Mayor's Office of Employment & Training, the WIN Program, General Assistance offices, YMCA neighborhood centers and other community organizations, Training, Inc. graduates, and by word-of-mouth.

## *Can businesses refer trainees to Training, Inc.?*

**Y**es. This has happened when personnel representatives have seen applicants with high potential who are not fully job-ready.

## *Who is eligible to attend?*

**U**nemployed or underemployed residents of Chicago (18 years of age or older) who meet the income guidelines for the Job Training Partnership Act Programs (JTPA).



*"We're consistently impressed with the broad training skills provided at Training, Inc. We've found it to be one of the best of its kind in this area."*

**— Peggi L. Sturm, Division Personnel Consultant, Blue Cross and Blue Shield Association**

## *Who contributes to Training, Inc.?*

**O**perating funds are provided through the Job Training Partnership Act by the Mayor's Office of Employment and Training.

Large and small local businesses help by donating monies toward operating expenses and the purchase of state-of-the-art office machines. Program support is also provided through the donation of services and equipment; hosting graduation luncheons; sharing technical assistance; counselling students in job-interviewing techniques; and holding wardrobe and grooming seminars.

## *How qualified are the Trainees?*

**T**raining, Inc. prescreens referrals to insure that they match specific job requirements. The staff has worked closely with the trainees for 14 weeks and, therefore, is knowledgeable about their skills and capabilities.



*Patricia Epps,  
Graduate*

*Mary Ann Wainwright,  
Program Director*

***"I have raised my self-esteem 100 percent. Not only have I acquired vast resources of practical knowledge, but I feel very different as a person. This course has given me the courage to enter the working world and the confidence to know I will do a good job." — Mary Jane Bloomer, Training, Inc. Graduate***

## *Who are the sponsors of Training, Inc.?*

### **YMCA Of Metropolitan Chicago**

**T**raining, Inc. was begun as a pilot program of the Central YMCA Community College. It was one of the first endeavors that took education into the community through cooperative relationships with business, industry, and government in ways that also served the needs of the trainees and corporation sponsors. By providing a meaningful and life-changing educational experience to more than 200 individuals each year, Training, Inc. epitomizes one of the major goals of the YMCA of Metropolitan Chicago: to improve the quality of life of the people in the communities it serves.



*Audrey Smith,  
Instructor*

*Ruth Booze,  
Graduate*

*Kitty Hood,  
Graduate*

*Jean Lewis,  
Graduate*

### **Mayor's Office of Employment & Training (MET)**

This is the prime sponsor and provider for Training, Inc. In addition to providing the contract monies for program operation and trainee support services, MET coordinates the eligibility certification for all participants.

*"It was the most fulfilling fourteen weeks I have experienced. With my improved skills and confidence I feel that there is nothing outside of my reach. I know that if I shoot for the stars it will take time, but I'll get it. With this training, I can see my future clearly." — Tony Briggins, Training, Inc. Graduate*



## Chicago United

This consortium of leading Black, White, and Hispanic business executives and professionals are dedicated to the improvement of the socio-economic environment of the Chicago Metropolitan area. It is very concerned about how business can play a significant role in the resolution of unemployment, especially as it affects the economically disadvantaged. Its relationship to Training, Inc., therefore, has been highly supportive.

*"I would like to stress that the courses gave me an 'I will win' feeling, simply because I have won."* — Willie Oliver, Training, Inc. Graduate

### TRAINING, INC., CHICAGO BOARD OF DIRECTORS 1985

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Manager, Employee Relations Services  
Amoco Corporation**

Norman Axelrad  
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Industrial Relations Manager  
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Manager  
Chicago Customer  
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Luis M. Salces  
Marketing Vice President  
O.M.A.R., Inc.

\*George Yoxall  
Consultant  
Jannotta, Bray & Associates

\*On Board of Directors Executive Committee

## *Training, Inc. Success Factor*

“Successfully employed people are the primary product of Training, Inc. The staff’s total concern is enabling each trainee to be employed. The only competition a trainee has is herself or himself. Every effort is made to integrate the skill building, the special events and the evaluation of the trainees to ensure that each person progresses toward their own goal of employment. Both the trainees and the staff live by the motto of Training, Inc.: “To make a living is no longer enough, work also must make a life.”



*Judy Montgomery,  
Site Coordinator*

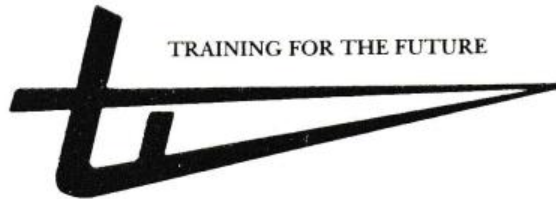
*Olga Kramer,  
Graduate*

***“Because of our many successful hires from Training, Inc., it’s the first place we call for qualified, highly motivated employees. As a matter of fact, Training, Inc. is often the only place we need to call.” — Evie Moschel, Manager of Human Resources, United States League of Savings Institutions***



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## **TRAINING INC.**



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