

10000

7

SERIES OF  
1934  
A

E<sub>2</sub>

7

D.C.

*Henry Morgenthau Jr.*  
*Secretary of the Treasury*

10000

RS

*CA*  
*granda*  
*SUCCESS*

Celebrating  
1,000 graduate

TRAINING FOR THE FUTURE  
*ti*

Training Inc.

# *A grand success*



*In May 1981, Brenda Norwood walked through the door of a new job training program, Training, Inc. A single parent of five children, Brenda's dream was to support her family on her own, without government help.*

*After nine years of stable employment, Brenda is now a transcriber for the Indiana Department of Employment and Training Services. She is enrolled in college and working on the new dream of a paralegal career.*

More than 1,000 persons have followed Brenda through the Training, Inc. doors, each with his or her own dreams. Following are some stories about their dreams and their victories, plus the factors that have made their success possible.

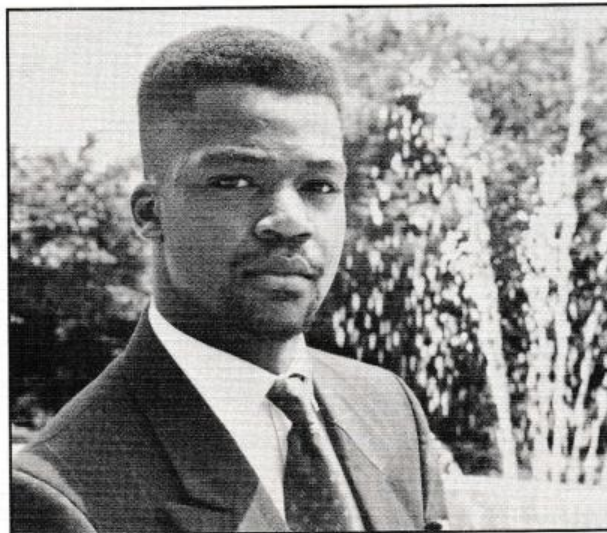
*"The program really made me employable. It gave me the courage to try new things."*

Virginia Russell came to Training, Inc. after dropping out of college to support her disabled daughter. After six years at Indianapolis Life Insurance Company, she recently began a new position as senior policy change specialist at Conseco, Inc.

Virginia has completed four insurance courses and returned to college at night to complete her degree. Virginia's new confidence helped her become nominated for Indiana Special Olympian Parent of the Year.



*"I've overcome the shyness of speaking to others. I've also overcome a lot of the bills I had to pay!"*



A recent high school graduate with hotel housekeeping experience, Robert Ware could only dream of working in a professional office setting. At Training, Inc. he discovered a love for accounting and computers, which he's put to use in his present job with the Indianapolis Police Department.

Robert is enrolled at IUPUI to work on a political science degree, with a vision of a legal career.

Joan Walker says she felt like "a skills antique" in 1983 when she tried to pursue an office job in the social services field. After Training, Inc. she was able to enter the health care industry as a registrar at Wishard Hospital.

Joan has now completed a degree in social services and is a mental health counselor at Charter Hospital of Indianapolis.

*"Training, Inc.'s program helps you reflect on what you've done -- it helps you focus on your strong points and want to put your best foot forward."*



# Dreams become reality

Each graduate of Training, Inc. is a unique person committed to making the most of his or her life. Of the 1,000 graduates:

- 24 % were 21 years old or younger
- 96 % were women
- 57 % were single parents
- 33 % were receiving welfare or food stamp assistance
- 7 % were starting over after their factory jobs ended
- 12 % needed their General Equivalency Diploma (GED)
- 55 % had no previous office experience

All needed to experience new possibilities, new confidence, and a new sense of future direction. Since 1981:

- 90 % have completed the Training, Inc. program
- 90 % of those graduates have found office employment

## *According to a recent Training, Inc. graduate survey:*

- 84 % are currently employed
- 43 % of those are with their original employer
- 68 % have earned promotions
- 55 % have received raises in their first six months on the job
- 15 % are continuing their education

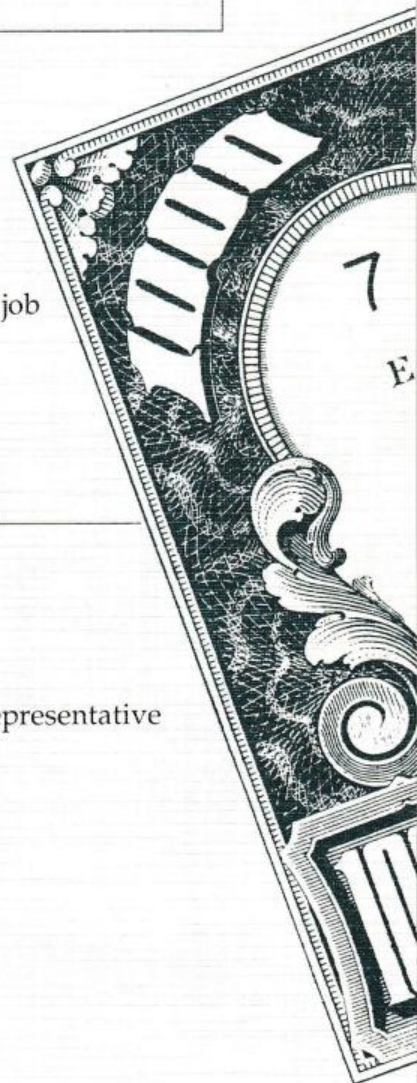
## Graduates have started careers

### *...in these industries*

- Banking
- Insurance
- Information services
- Education
- Health care
- Law and accounting
- Manufacturing
- Government
- Retail
- Social services

### *...in these positions*

- Word processor
- Data entry clerk
- Accounting clerk
- Customer service representative
- Clerk typist
- Receptionist
- Records clerk
- General office clerk
- Secretary





After a 14-year marriage collapsed, Donna Jarrett found herself with two children and no office-related skills. "Training, Inc. 'made' me do the things I thought I couldn't do. It helped me see I'm really worth something," she says. "Before then I couldn't plan five minutes ahead and now I'm looking ahead five years."

In almost four years at Chubb Insurance, Donna has earned two promotions and is working on an associate's degree in office management.

***"Donna is someone who cares about getting a job done right—and done right the first time!"***

Dave Grandell, Operations Manager, Chubb Insurance

Rhonda Paige was a homemaker and mother of three children who dreamed of working and continuing to learn. "At Training, Inc. I began to know my goals and to reach for them," she says. "It helped me overcome the 'I'll just quit' temptation when the going got tough."

Since she joined Service Supply Company six years ago, Rhonda has had three promotions, advancing from file clerk to inside salesperson. Her salary has more than tripled.

***"Rhonda is a very industrious and trustworthy employee, already one of our leading producers. She is very conscientious in every phase of our operation."***

H. Lee Snider, Sales Service Manager, Service Supply Company



When Mary Jane Keen was laid off as an electrician's apprentice in 1981, she found she lacked the skills, experience, and confidence to secure new employment.

Now a lead clerk in the drafting department at Indianapolis Power & Light Company, Mary Jane has had four promotions in eight years. "I've used all the skills I learned at Training, Inc.," she says. "It made the difference in being prepared to start all over in the job market."

***"Mary Jane's professional attitude and style have been exemplary. She willingly takes on new responsibilities and performs them quickly."***

Dan Bell, Supervisor, Indianapolis Power & Light Company

# Community investment

## The partnership

Dreams are taking shape for the 1,000 Training, Inc. graduates because of a unique partnership.

**Indiana Vocational Technical College**  
Fiscal administration and educational resources

**Indianapolis Network for Employment and Training**  
Federal job training funding, needs assessment, and case management assistance

**Community organizations**  
Trainee referrals, financial and counseling support



**Institute of Cultural Affairs**  
Program curriculum and methodology refinement

**North Meridian Business Group and 400 other businesses**  
Employment opportunities, boards of advisors and directors, and volunteer training resources

**IBM Corporation**  
(as of April 1990)  
Computers, electronic typewriters, and office software

## The investment (1989)

### Financial resources:

Training, Inc. received \$349,000 in federal job training funds. Organizations and individuals contributed \$8,575 for special events and trainee support.

### Volunteer and in-kind resources:

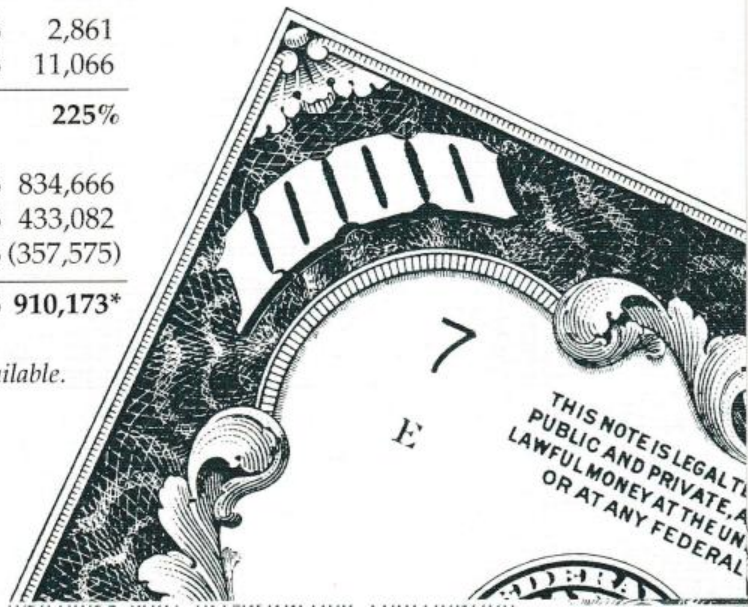
One hundred and twelve people from 70 organizations contributed more than 1,700 hours of volunteer time. Thirty-two individuals donated professional clothing for trainee use.

## The return on investment (1989)

156 enrollees • 140 graduates • 125 job placements • 84% retention • \$5.32 average wage

Average cost per placement .....	\$ 2,861
Projected average annual salary .....	\$ 11,066
<b>Average return on investment.....</b>	<b>225%</b>
Net salary returned to economy .....	\$ 834,666
Taxes returned to government .....	\$ 433,082
Dollar cost of training .....	\$(357,575)
<b>Net gain to the community .....</b>	<b>\$ 910,173*</b>

\*Data concerning further savings on welfare assistance is unavailable.



*"The program did lots of little things to help me believe I was worth something. During my training, when I was hired to manage a department in Lester Hill, a simulated company, I decided I must be employable."*

Donna Jarrett, graduate



*"The staff said I could do it, then I found that I was indeed doing it; now I believe I can do it!"*

Robert Ware, graduate

*"I invest my time in practice interviews and other activities because I know Training, Inc. is a source of good applicants that I can count on."*

Marcia Moore, employer and advisory board member



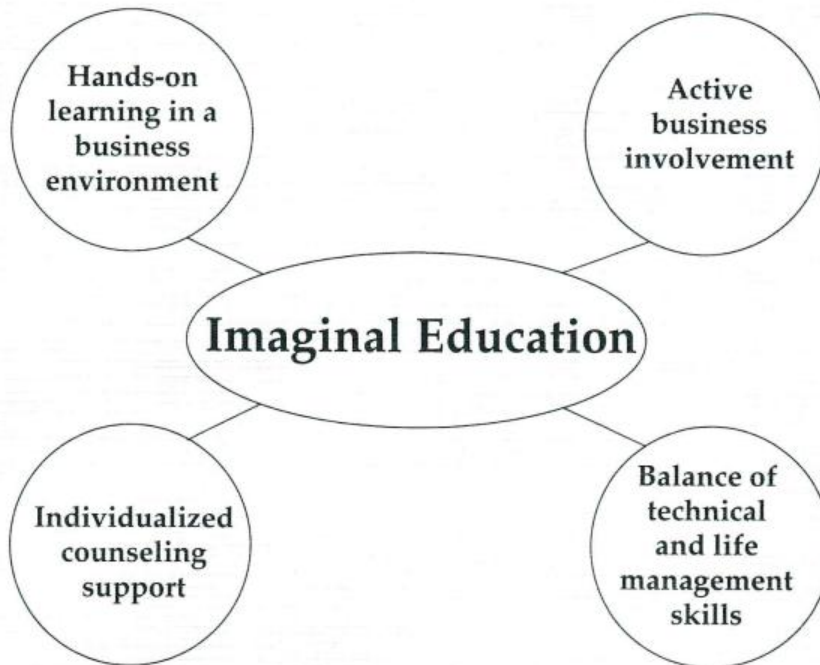
*"Training, Inc. helped me develop the office skills needed to return to the workforce. Dressing and acting like a professional gave me the confidence that I could be a professional!"*

Brenda Norwood, graduate



# An innovative approach

Participants at Training, Inc. win because of the wholistic image-building approach of its curriculum:



The **imaginal education** approach assumes that our internal images determine our behavior. It aims to change underlying images of "I can't" to "I can!" with constant experiences of progress and frequent affirmation of learnings.

**Hands-on learning in a business environment** involves trainees in following real office procedures with business standards of evaluation.

**Active business involvement** provides trainees with first-hand information on business expectations and keeps the program responsive to changing job market needs.

**Balance of technical and life management skills** reinforces problem solving and goal setting in the areas of attendance, dress, human relations, and professional attitude.

**Individualized counseling support** from staff and agencies assists trainees with handling personal and career issues.

## Office skills

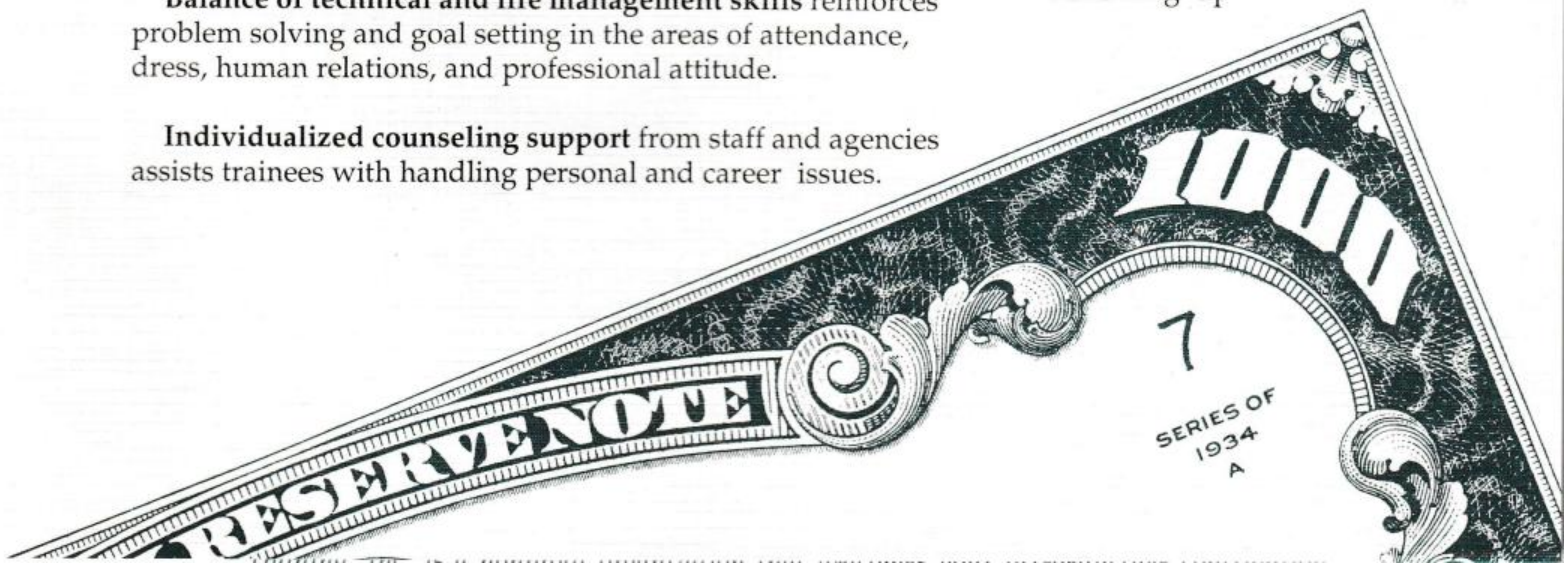
- Keyboarding
- Word processing
- Data entry
- 10-key calculator
- Basic accounting
- Alphabetic and numeric filing
- Telephone courtesy
- Business math
- Communications for business

## Life management skills

- Human relations
- Problem solving
- Teamwork
- Time management
- Stress management
- Life planning
- Professional dress
- Personal budgeting
- GED preparation

## Job search skills

- Planning
- Networking
- Resume writing
- Completing applications
- Interviewing
- Following up





# *A grand success*



With Training, Inc.'s twenty-eighth cycle, the hope-filled dreams of the next 1,000 graduates begin to unfold. The 1990s require trainees to have new skills and even more support to make those dreams realities. With the help of its partners, Training, Inc. is committed to ensuring this next "grand" success.



**Training, Inc.**

47 South Pennsylvania, Suite 801 • Indianapolis, Indiana 46204  
Phone: (317) 264-6740

*Training, Inc. is a nonprofit organization that welcomes your tax-deductible contribution.*