

WORKPLACE LITERACY INTERVIEW GUIDE

This guide was developed by the National Alliance of Business as part of the United States Department of Labor's "National Workforce Assistance Collaborative." It can be used to determine whether a workplace education provider has the skills to develop and deliver a successful workplace literacy program that meets company training needs. The guide was developed from a list of Workplace Literacy Best Practice Guidelines constructed by nationally recognized workplace literacy professionals, business people, and union representatives. The Secretary of State Literacy Office and businesses in Illinois assisted in the development of the Best Practice Guidelines.

Businesses desiring to contract with workplace education providers are encouraged to seek provider responses to the seven interview questions, noting whether their responses include the key points noted with each question.

QUESTIONS

1. How will you ensure that the workplace literacy training program you develop will be tied to my company's business objectives, and will reflect my company's, employee's, and customer's needs?

Keys: *Align the program with company objectives, practices, and job requirements.
 *Involve management, supervisors, employees, and unions in development.
 *Address employee needs and provide value to employees.
 *Develop a long-term company human resource strategy.

2. How will you ensure that the workplace literacy training curricula, structure, and delivery methods you develop will reflect my workplace and its requirements?

Keys: *Address skills needed to perform work on the job.
 *Incorporate company processes, tasks, materials, technology, and equipment.
 *Develop exercises for which employees solve job problems.
 *Promote continuous learning.
 *Link with technical training.

3. How will you ensure that the workplace literacy training program you develop will be tailored to the needs of trainees from my company?

Keys: *Assess employee skills.
 *Allow for self-paced learning.
 *Use a variety of instructional methods and media.
 *Tailor training to individual skill development needs.
 *Provide employees with ongoing feedback.
 *Define success as attainment of objectives, not amount of time spent in training.

4. How will you customize assessments to the workplace requirements in my company?

- Keys:
- *Assess skills needed in the workplace, not “grade levels.”
 - *Explain assessment procedures to employees.
 - *Assess participants’ needs, interests, and abilities.
 - *Assess employees periodically during the program to guide their learning.
 - *Assess employees at program completion to measure program success.

5. How will you ensure that program delivery is flexible and will encourage and facilitate the participation of my employees?

- Keys:
- *Market and promote the program to employees.
 - *Provide incentives to employees.
 - *Be flexible about when and where classes are held.
 - *Create modular programs.
 - *Ensure program confidentiality.

6. How will you ensure that staff involved in the development and delivery of programs are highly skilled and well trained?

- Keys:
- *Understand adult learning, adult education principles, and literacy instruction.
 - *Have skills in administration, marketing/negotiating, literacy skills analysis, curriculum development and instruction, education counseling, assessment, and evaluation.
 - *Be knowledgeable about the corporate environment.
 - *Be able to work with various ethnic, linguistic, and cultural backgrounds.
 - *Be well trained.

7. How will you use evaluations to assure training quality?

- Keys:
- *Develop measures of satisfaction, learning, process, and effectiveness.
 - *Involve management, supervisors, employees, and unions in evaluation development.
 - *Incorporate feedback from evaluations into training on an ongoing basis.