

# Case Study

## Customer

Telamon Corporation

## CUSTOMIZED COMPETENCY-BASED TRAINING

*“Today, more than 100 of our employees have earned and proudly display their credentials, which proclaim to customers and others a mastery of contemporary legislative/regulatory information, counseling and employment development, best practices, and professional ethics.”*

**Richard Joanis,**  
Executive Director  
Telamon Corporation

## Telamon Corporation Customized Competency-Based Training

*Developing a Standard of Excellence for WIA  
and NFJP Staff*

*Implementing mandated staff training built around nationally recognized competencies for workforce development professionals.*

Telamon Corporation is a provider of training, education and employment-related supportive assistance to farmworkers and their families, children born into poverty, low-income and elderly residents of rural America, youth who struggle with societal challenges, the dislocated, and the disenfranchised.

In 2000, Telamon Corporation received a grant from the US Department of Labor and joined several NFJP grantees in a consortium agreement aimed at fostering a training resource that could deliver formal, self-paced, but cost-efficient training to their employees.

Telamon, as fiscal agent for the grant, contracted with Dynamic Works Institute to develop customized training, built around the competencies identified by the National Association for Workforce Development Professionals (NAWDP), including a specific course on serving customers of the National Farmworker Jobs Program. Telamon and the other grantees in the consortium, provided subject matter expertise to assure curriculum developed was customized to meet their specific needs.

Curriculum was developed and training was launched online in September 2001.

*Lifelong Learning Strategies,  
For workforce professionals,  
By workforce professionals*

**Dynamic  
Works**  
Institute

*“Having informed and credentialed practitioners is an important tool in our service delivery approach, and a hardening element in the competitive edge we bring to the workforce development arena.”*

**Richard Joanis,  
Executive Director  
Telamon Corporation**

## Approach & Results

Dynamic Works had pre-existing courses based on the original NAWDP competencies, which were included in the package. One additional course was developed, containing seven modules on serving the very special population of migrant and seasonal farmworkers.

The resulting training package includes fourteen comprehensive, competency-based courses as follows, as well as a final certification exam.

- Career Development
- Customer Service
- Diversity
- General Helping Skills
- History of Workforce Development
- In-depth Look at WIA
- Interpersonal Relations
- Job Keeping Skills
- Job Preparation Skills
- Job Search Skills
- Labor Market Information
- National Farmworker Jobs Program Overview
- Program Management
- Technology

Telamon and other grantees made this training mandatory for all NFJP staff, and many



also require the Dynamic Works' National Tier 1 certification for all WIA staff.

Since this program was launched, 210 students across the country have successfully completed the NFJP coursework and **180 of those have achieved the Certified NFJP Workforce Professional credential.** Many others achieved the National Tier 1 certification, and several also went on to achieve their CWDP certification through NAWDP.

Telamon continues to require training for all staff and is now a marketing partner with Dynamic Works - providing information about online training programs to other NFJP Grantees and WIA providers across the country.

### **For more information contact:**

Dynamic Works Institute, Inc.  
597 Haverty Court, Suite 40  
Rockledge, FL 32955  
(321) 690-5352  
info@dynamicinstitute.com  
www.dynamicinstitute.com