

HOW TO SERVE MORE PEOPLE IN LESS TIME AND GET BETTER RESULTS!

**A Webinar Presented for Your Organization by
Larry Robbin**

Executive Director of Robbin and Associates

*** Over 45 Years of National Workforce Development Experience!**

*** More Than 100,000 People Trained!**

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*** Over 300 Webinars Presented!**

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The ever increasing demand for services has made it difficult for programs to provide adequate services to their customers. Staff are overwhelmed trying to meet the needs of all the people that come to the program or to the online services. Staff stress and burnout are at an all time high from trying to meet the demand of serving more people. The truth is we can't serve more people with our current models and ways of working. These approaches were developed at a time when we were serving fewer people with more staff.

Today we are faced with the opposite reality. We have increasing amounts of people to serve, and funding cutbacks have led our organizations to having fewer staff. If we want to meet today's realities and get better results, we need to rethink how our programs are designed, reinvent the customer pathway through the program and look at our policies and procedures to identify where they hold us back from becoming a high capacity model. Once we do these things, we will be able to serve more people in less time and get better results than ever!

This webinar will show managers and staff how to serve more people by becoming more efficient in direct services, streamlining procedures and processes and changing the program design into a high capacity model. When you make significant changes at all three of these levels, you can serve many more people than you ever thought possible and get them employed faster at the same time! This can all be done without burning out staff. In fact, working in the way described in this webinar actually reduces staff stress because the model

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emphasizes strategies for job seekers to learn and help each other which puts less pressure and stress on workforce development staff to be all things to all people.

In this webinar you will find out how to get rid of the hidden time wasters that slow down your work. For several decades private sector businesses have been implementing what are called lean principles. These principles are used by some of the most successful companies in the world and they have spread quickly across sectors of the economy. This webinar will show you how to transform these private sector high efficiency strategies into approaches that work for workforce development organizations. You will learn how to cut back on unnecessary steps in the processes you use. You will discover how to identify time consuming ways of working that are making you less efficient.

The webinar will give you many innovative new ways to work that you can put into your program to increase capacity, improve outcomes and staff job satisfaction. For example, you will discover how to use innovative forms of group work like mini-groups and self-help teams that build capacity and increase job seekers social capital employment connections, so they get hired faster. Discover why your traditional online and in-person workshops are not standing room only and find out ways to get them filled to capacity using private sector marketing and sales techniques so you can serve more people in less time.

When you work in the most efficient ways possible, when you get rid of the time wasters in your internal systems and when you redesign how you deliver services to use high capacity strategies, then you can meet the challenges of serving more people. The demand for services is going to continue to increase. If you want your program to be able to meet it, bring this webinar to your organization now! For information about how to bring this webinar to your program, contact Larry Robbin at larry@larryrobbin.com. For more information about Larry Robbin, go to www.LarryRobbin.com. For a list of the most popular webinars offered by Larry Robbin send an email to <mailto:larry@larryrobbin.com>.

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