



On-the-Job Training Program Provides Cost Savings for Employers, Employment Pathway for Job Seekers

It's a given that to succeed in the business world, companies need skilled workers. But training workers takes time and money. And more often than not, just when you get employees trained they move on.

If your business is looking to benefit from more efficient recruiting and targeted training and seeking assistance with your training costs, On-The-Job Training (OJT) may be right for you.

OJT teaches the skills, knowledge, and competencies needed for employees to perform a specific job. Regular or existing workplace tools, machines, documents, equipment, knowledge and skills necessary for an employee to learn to effectively perform the job are utilized throughout on-the-job training.

Funded by the Workforce Innovation and Opportunity Act (WIOA), OJT lets you hire and train skilled workers and get reimbursed for your efforts.

As an employer:

- The specific technical skills you need may be hard to find. OJT helps you train the right workers to meet your requirements
- OJT specialists help you find the right talent when you need it, reducing time, effort, and money spent on recruiting.
- You receive up to 50 percent of the costs to provide on-the-job training for individuals you hire through the public workforce system.

If there was a commercial for the Missouri Division of Workforce Development's On-the-Job Training program, David Slankard just might be in it. When Slankard first came to the Missouri Job Center—Joplin office for assistance with his job search, his job prospects weren't that bright. Slankard had significant barriers to employment and few businesses were willing to take a chance on him.

"That right there closed a lot of doors," Slankard said of his past. "Because of my incarceration during my youth I really had a total lack of work skills. And when you get to be my age and you really don't have a lot of work skills, why would anyone hire you?"

For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627).

Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.





Job Center personnel Jeri Phillips, Laura Laramore, and Mechelle Musser worked with Slankard, instructing him on the basics of writing a résumé and cover letter and fine-tuning his interview skills before marketing him as a candidate for the OJT program. Then the situation changed for Slankard when NeoVox, a Carthage-based call center, took a chance on him.

“David initially struggled with reaching the standard call handle time and call quality standards set by the client,” said Scott Cornett, Team Lead, NeoVox Global. “Through one-on-one meetings and behavioral coaching models used, David was given the tools needed to succeed.” David applied these tools everyday and, matched by his motivation to do better, was able to continuously improve week by week.

Slankard finished the full OJT placement hours and was retained by the company. Today, not only is he still with the company, but is in line for a promotion. “I think the OJT program played a huge part in my hiring,” Slankard said. “It gives companies an incentive to give someone like me the training to do a job. It was a great deal.” Cornett continued, “Today David is one of our top agents on the floor and is meeting all standards set by the client. David is a very dedicated and hard working agent. He is continuing to better his call stats and efficiencies”. Now Slankard has become one of the top quality agents with NeoVox.

The arrangement has been a win-win situation. NeoVox has reducing training costs associated with its high turnover rate and the company has been a good steward to the employees it has hired through the OJT program. “They have gone above and beyond, helping employees with transportation and other issues,” Phillips said. “At one point they even bought a gas card for one of our participants because they were having trouble getting back and forth. They were able to do that because of the program and its cost savings for the company.”

To find out how your company can benefit from OJT, or to learn about other business services and resources provided by the Missouri Workforce System, contact a local workforce coordinator for a consultation. You can find your workforce coordinator under Related Resources on the OJT webpage.

For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627).

Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1.

This workforce product was funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. The product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.

