EdisonState
COMMUNITY COLLEGE
WORKFORCE DEVELOPMENT & WORK-BASED LEARNING

NEWS

Logan S. and Shane K., Collins Aerospace, participate in the Mechanical Systems validation lab as part of the Maintenance Essentials Program, November 2025.

WORKFORCE DEVELOPMENT

Our employer services and resources include:

- **Customized** Training and **Skill Development**
- **Leadership** and **Personal Enrichment** Courses
- **Job Posting** and **Recruitment** Services
- **Edison State Works**—Connect with students on our campus, in-person or virtual
- **Earn and Learn**—Apprenticeships, Internships and Co-ops

*To start a discussion on Workforce Development & Work-Based Learning options, contact **Brandi Olberding** at **937.381.1533** or **bolberding@edisonohio.edu.***

Characteristics of Great Customer Service

Think about the last time you visited a fast-food drive-thru— were you satisfied with the service or frustrated by an incorrect order? Studies show that great service may inspire you to tell one or two people, but poor service leads most customers to share the experience with seven to ten others. Customer service is the support provided to prospective or existing customers through in-person interactions, phone calls, email, social media, and other channels. How businesses deliver this support significantly shapes customer loyalty and reputation.

Why Customer Service Matters

Customer service plays a major role in whether people continue doing business with a company. Research shows that 85% of customers stop buying from a business because of a poor service experience, and 81% are willing to switch to a competitor if they believe they'll receive better service. Companies recognize this and are increasingly focused on improving the customer experience. When customers receive exceptional service, they

Characteristics of Great Customer Service... *(cont. from page 1)*

are much more likely to return—even if it costs slightly more.

Principles of Good Customer Service

Good customer service starts with a human touch. Employees who genuinely interact with customers signal that they care and value the relationship. Strong product or service knowledge is also essential, as it enables employees to explain offerings clearly and provide accurate guidance. Staying in communication with customers builds trust, whether through follow-ups, updates, thank-you notes, or simple check-ins. Personalization matters as well: 84% of customers prefer companies that offer personalized experiences, and 59% are willing to pay more for guaranteed excellent service.

Skills Needed for Excellent Customer Service

Research highlights several core skills that contribute to positive customer experiences: Active listening, problem-solving, attention to detail, strong verbal and written communication, empathy, creativity, time management, logical thinking, a positive attitude, and a willingness to learn.

The 2025 Customer Service & CX Survey identified top qualities customers value most, including **friendly, helpful, knowledgeable, efficient, kind, understanding, courteous, responsive, and caring interactions.**

Active listening remains one of the most important skills. When a customer reaches out with a question or concern, they want to feel heard and understood. Asking clarifying questions, showing empathy, and using positive language all help move toward a resolution. Broad knowledge of the organization's services, combined with clear communication and solution-focused thinking, reinforces professionalism and trust.

Examples of Strong Customer Service

In the 2025 State of Customer Service & CX Survey, top brands known for excellent service included Amazon, Walmart, Target, Apple, Chick-fil-A, Costco, Home Depot, Starbucks, McDonald's, Trader Joe's, and Walgreens. Companies like Walmart have long emphasized the role of employees in delivering great experiences, once using the principle "Our People Make the Difference." Chick-fil-A reinforces hospitality with its signature response, "My pleasure," creating a consistent sense of attentiveness and special care.

Evaluating and Strengthening Customer Service

Organizations can measure customer service effectiveness through retention rates, satisfaction scores, reviews, returns, and feedback. The long-standing idea that "the customer is always right" underscores the importance of listening and responding to customer needs.

Training plays a key role in maintaining high service standards. Edison State offers online courses through our educational partner Ed2Go, including **Managing Customer Service (24- hours)** and a **15-hour Customer Service Training program**.

These courses help employees understand customer expectations and strengthen skills to deliver exceptional experiences.

Check out the offerings at, www.ed2go.com/edisonohio. Turn to page 3 for more offerings!

Reference

2025 State of Customer Service & CX, Shep Hyken/Shepard Presentations LLC, 11/20/2025.

PDF: https://hyken.com/wp-content/uploads/2025/06/ACA-STATE-OF-CX-2025.pdf

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Workforce Training—Online Courses

Teaming up with **ed2go**, Edison State presents a range of online enrollment programs crafted to equip individuals with essential workplace skills. Visit *www.ed2go.com/edisonohio* to explore options or to register.

For more information or assistance with registration, contact **Roger Fulk** at **937.381.1547** or email **rfulk@edisonohio.edu.**

Featured courses include:

START DATES | February 11, March 18, April 15

Six Sigma: Total Quality Fundamentals Learn the fundamentals, history and key concepts of the total quality movement. This course will teach you how to increase the value of your company through motivational models, leadership, teamwork and quality standards.
$154 | 24 COURSE HOURS

Introduction to Microsoft Excel Learn to quickly and efficiently use Microsoft Excel 2019 as you discover dozens of shortcuts and tricks for setting up fully formatted worksheets.
$163 | 24 COURSE HOURS

Speed Spanish Learn six easy recipes to glue Spanish words together and engage in conversational Spanish.
$143 | 24 COURSE HOURS

Introduction to QuickBooks Manage the financial aspects of your small business quickly and efficiently using QuickBooks Online. This course will give you hands-on experience recording income and expenses; entering checks and credit card payments; tracking your payables, inventory and receivables and much more.
$156 | 24 COURSE HOURS

Fundamentals of Technical Writing Master the fundamental techniques to explain complex subjects in a way that makes them easy to understand.
$153 | 24 COURSE HOURS

Quality Inspector This ONLINE course provides an intensive overview of the skills necessary for quality assurance and inspection. You will learn math, inspection, safety, materials, quality, and management skills as you prepare to become a quality inspector.

Do you have a keen attention to detail? A career as a quality inspector could be a great fit. This online Quality Inspector course will provide you with the knowledge and skills you need to prove competency and begin your new career quickly.

OPEN ENROLLMENT/SELF-PACED
$2,195 | 100 COURSE HOURS–12 MONTH COURSE
For more information or to register, scan the QR code.

EVERYTHING DiSC WORKPLACE®

Understanding the Reports
Edison State can guide you in comprehending your Everything DiSC® Workplace profiles through interactive workshops facilitated by our group leaders.
Contact us to learn more.

C-PLeX
CREDIT FOR PRIOR LEARNING EXPERIENCE

College Credit for Prior Learning
Get credit for what you already know!

Get credit for workplace training, military training and service, professional certifications and volunteer activities.
*For more information, contact **Roger Fulk** by calling **937.381.1547** or emailing **rfulk@edisonohio.edu**.*

SKILL DEVELOPMENT FOR YOUR ORGANIZATION LEADERSHIP DEVELOPMENT

SPRING 2026

LEADERSHIP & SUPERVISOR DEVELOPMENT
These workshops are designed for new supervisors or line leaders. The workshop will help supervisors develop leadership skills, learn how to supervise former peers and build communication and conflict resolution skills.
Materials included.

Sign up now!

Peer Today, Boss Tomorrow
Making the leap from peer to boss is never easy. New managers frequently struggle to balance their old coworker relationships with their new management responsibilities. This course presents four proven strategies that will help you navigate changing relationships and prepare for difficult situations that you are likely to encounter as you assume your new role.
Thursday | April 9, 2026
8:30 a.m.–12:30 p.m. | PIQUA CAMPUS   **FEE $175**

MORE SPRING OFFERINGS
Microsoft Excel Spreadsheets
for Beginners–Level 1
Thursday | April 16, 2026
1:00 p.m.–4:00 p.m. | PIQUA CAMPUS   **FEE $89**

Microsoft Excel Spreadsheets
Intermediate–Level 2 | (Pivot tables/charts)
Thursday | April 30, 2026
1:00 p.m.–4:00 p.m. | PIQUA CAMPUS   **FEE $89**

Microsoft courses can be tailored for delivery at our site or at yours.

SHRM-CP/SCP Prep Course for the Human Resource Professional

With Edison State's course, you can enhance your HR knowledge and skills to earn the advancement and recognition you deserve as an HR professional. Our expert instructors and premier learning materials will help fill your unique knowledge and skill gaps to maximize your chances for success on your SHRM-CP or SHRM-SCP exam.
Online classes meet just once a week!

Tuesdays | February 3–April 28, 2026
6:00 p.m.–9:00 p.m. | ONLINE
$1,349
Includes SHRM material and resources
Discount testing voucher available for additional fee

www.edisonohio.edu/SHRM
For more information, contact Trisha Elliott–SHRM Coordinator, at 937.778.7811 or email telliott2@edisonohio.edu.

SHRM®
Certification
Prep +

Meet Our New Industrial Training Manager: Daryl Curnutte

We are excited to welcome Daryl Curnutte as our new Industrial Training Manager, contributing more than 35 years of combined experience in manufacturing and education. Daryl brings with him a strong background including on-the-job industry knowledge as a machinist, CNC programmer, supervisor, and shop owner; and 20 years in education. Daryl has experience designing and delivering customized workforce training for local industries as a faculty member and consultant. He is deeply connected to the region's manufacturing community and is a U.S. Army Veteran who continues to enjoy small projects in his machine shop, jogging, hiking, and cross-fit; Daryl and his wife, Dawn, reside in Phillipsburg, Ohio.

*To discuss any technical training needs, contact **Daryl Curnutte** at **937.778.7854** or **dcurnutte@edisonohio.edu.***

Interns in Action

HARMONY SYSTEMS AND SERVICE, INC.

Lillian Alexander, a student in the Human Resources degree program at Edison State, completed her internship in the HR Department at Harmony Systems in Piqua. She supported daily HR operations by preparing orientation packets, updating files, assisting with new-hire paperwork, and organizing interview schedules. Lillian also gained experience communicating with candidates, updating attendance sheets, working on safety and training projects, entering data, and helping wherever needed.

Russ Welker, HR Recruitment and Development Officer at Harmony Systems, shared, "Lillian took a lot off the HR team's plate and became someone we can count on to get things done without much direction."

Need an intern? For more information, contact Roger Fulk at 937.381.1547 or by emailing rfulk@edisonohio.edu.

Morning Mentors Contact us today to register!

TechCred: A Guide to Understanding the Technical Training Reimbursement Program
Stay competitive! This FREE virtual workshop will help employers understand the TechCred training reimbursement program. During this workshop we will explore the concept of the program, navigate the website, and gain tools to help make the application process a breeze. TechCred is a win-win! Through TechCred, employers can identify the skills they need and collaborate with training providers to upskill their employees. Once the training is completed successfully, employers can receive a reimbursement of up to $2,000 per credential/certificate earned.

Presented by Brandi Olberding, Edison State

Wednesday, February 18, 2026 | 9:00 a.m.–10:00 a.m. | ONLINE   **FREE**

From a Legal Perspective: Best Practices for Documentation and Remote Work
In today's evolving workplace, proper documentation and remote work policies are critical for minimizing legal risk and ensuring compliance. This session, led by Colleen Reilly Gong, Partner at FGKS Law, will provide practical guidance for business owners and HR professionals on how to develop effective documentation practices, maintain clear communication, and implement remote work practices that protect your organization. Learn actionable strategies to reduce liability, safeguard employee rights, and stay ahead of regulatory requirements.

Presented by Colleen Gong, Partner, FGKS Law

Thursday, March 12, 2026 | 9:00 a.m.–10:00 a.m. | ONLINE   **$10**

Boost Productivity: Fillable Forms & E-Signatures in Adobe Acrobat
Discover how Adobe Acrobat can transform the way you work with digital documents. In this virtual workshop, you'll learn to build fillable forms, apply e-signatures, and easily send and monitor documents for signatures. Boost your efficiency and confidence with these essential tools.

Presented by Trisha Elliott & Eve Reckers, Edison State

Thursday, May 14, 2026 | 9:00 a.m.–10:00 a.m. | ONLINE   **FREE**

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FLEX TECH 🌐 **Blended Learning for Manufacturing Training Solutions**

SPRING 2026

These programs are a blend of online learning and hands-on learning labs. When the online portion is completed, students proceed to a hands-on learning lab with an experienced instructor to validate and reinforce the online learning experience and to meet your specific training needs. *All programs are TechCred-approved.*

CNC MACHINE TOOL OPERATOR TRAINING PROGRAM

The CNC Machine Tool Operator Training Program equips employees with the skills needed to be successful CNC operators by offering a blend of online learning and hands-on validation learning labs. The program is divided into five subject areas:

- Safety, Math & Measurements
- Manual Mill
- Manual Lathe
- CNC Mill
- CNC Lathe

6-month program | In person once/month   **$2,495/person**
Classes designed to start anytime
College credit and funding available
All course modules are open to customization

MAINTENANCE TECHNICIAN ESSENTIALS PROGRAM

The Maintenance Technician Essentials Program equips employees with the skills needed to be successful maintenance technicians by offering a blend of online learning and hands-on validation labs. The program is divided into subject areas:

- Shop Practice & Measurements
- Maintenance Basics
- Mechanical Systems
- Hydraulics & Pneumatics
- Basic Electricity
- Industrial Controls
- Advanced Industrial Controls
- Programmable Logic Controllers (PLCs)
- Advanced Programmable Logic Controllers (PLCs)
- Robotics

9-month program | In person once/month   **$4,995/person**
Classes designed to start anytime
College credit and funding available
All course modules are open to customization

FUNDAMENTAL WELDING PROGRAM

This program familiarizes the participant to welding and cutting processes, including shielded metal arc (Stick), gas metal arc (MIG), gas tungsten arc (TIG) and validation lab experiences. Labs also introduce the participant to cutting processes, oxyacetylene and plasma cutting to develop welding and cutting skills by performing the basic processes on steel and aluminum. The program will guide the participant through the following subject areas:

- Safety Practices for Hot Work   **$995/person**
- Welding Metallurgy Basics
- Plasma Cutting/Oxyacetylene
- Stick Welding
- MIG and TIG Welding
- Review and Practice

Registration can begin anytime. Modules are customizable and can be tailored to fit your specific training needs.

For information or to start a discussion on Workforce Development, contact Brandi Olberding at 937.381.1533 or bolberding@edisonohio.edu.

Edison State is a member of the West Central Ohio Manufacturing Partnership (WCOMP). WCOMP is a manufacturing-led 'industry sector partnership' created to solve the common workforce training, retention and recruitment challenges of its participating member manufacturers.

In partnership with

WCOMP
WEST CENTRAL OHIO
MANUFACTURING PARTNERSHIP

The Ohio Manufacturers' ASSOCIATION
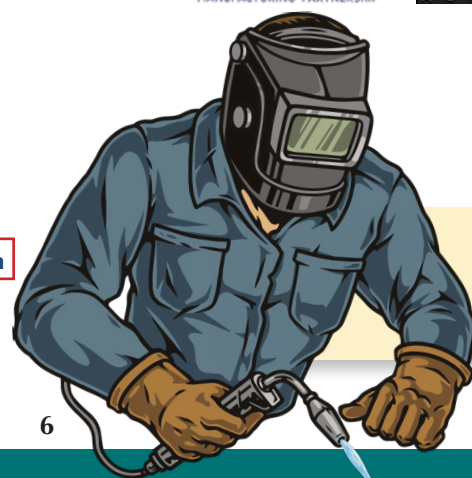
Learn more about the TechCred Employer Reimbursement Program See page 8.

UPSKILL AND RETAIN YOUR MANUFACTURING WORKFORCE

PROGRAMMABLE LOGIC CONTROLLER (PLCS) TRAINING ControlLogix/Studio 5000 *(16 hours)*

The course will assist in developing and building a solid foundation with a fundamental knowledge of ControlLogix and other Logix5000™ systems. Participants will be introduced to basic Logix5000 concepts and terminology, as well as being exposed to Logix5000 system hardware, including hands-on experience with the ControlLogix platform, through a variety of exercises using a SMC FMS 200 flexible automation cell system workstation. No prerequisite needed.

Friday | April 3 & 10, 2026 | 8:00 a.m.–4:00 p.m. | Piqua Campus   **$795/person**

INDUSTRIAL ELECTRICAL CONTROLS FUNDAMENTALS *(32 hours)*

This course is designed to provide knowledge and skills required to install, maintain and troubleshoot machine controls. Participants will define uses and functions of push buttons and switches, relays and motors and demonstrate the reading of schematic diagrams and logic. Participants will learn to identify proper wiring configurations of a control transformer's primary current for 240v and 480v operation. Many other core competencies will be demonstrated during the 32-hour workshop.

TWO DIFFERENT COURSE OPTIONS

Thursdays/Fridays | February 19-20 & 26-27, 2026 | 8:00 a.m.–4:00 p.m. | Piqua Campus
Thursdays/Fridays | April 16-17 & 23-24, 2026 | 8:00 a.m.–4:00 p.m. | Piqua Campus   **$995/person**

FUNDAMENTAL WELDING PROGRAM *(20 hours)*

This program introduces participants to welding and cutting processes, including shielded metal arc (Stick), gas metal arc (MIG), gas tungsten arc (TIG), and validation lab experiences. Labs cover oxyacetylene and plasma cutting, and students gain hands-on experience with welding and cutting processes on steel and aluminum.

TWO DIFFERENT COURSE OPTIONS

Mondays/Wednesdays | March 2, 4, 9, 11, 16, 2026 | 4:30 p.m.–8:30 p.m. | Piqua Campus
Mondays/Wednesdays | May 11, 13, 18, 20, 27, 2026 | 4:30 p.m.–8:30 p.m. | Piqua Campus   **$995/person**

CNC MILL PROGRAMMING WORKSHOP *(24 hours)*

This workshop is ideal for entry-level employees who are ready to strengthen their foundational skills in CNC mill programming. Participants will gain a solid understanding on the identification and use of G & M codes, and will cover topics such as the Cartesian coordinate system, program format and structure, linear and circular interpolation, cutter compensation, and canned cycles. Students will be provided with programming workbooks, drawings, and worksheets to aid in the creation of their CNC programs. Classroom instruction is reinforced in the machine lab, where concepts are brought to life through simulation software that verifies the accuracy of each part program. ***NEW COURSE OFFERING!***

Wednesdays/Fridays | March 4, 6, 11, 13, 18, 20, 2026 | 8:00 a.m.–12:00 p.m. | Piqua Campus   **$825/person**

All programs are TechCred-Approved. Learn more about the Employer Training Reimbursement Program (see page 8)

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