

Using CRI Tools to Address Business Challenges

Business Challenge Boston Group	Which Businesses have you encountered with this challenge?	Which CRI Tools could be used to address it?	How could the tools be incorporated into your current work with this business?
Limited pool of qualified applicants	Restaurants Hospitals IT (computer programming)	Use CR 101 to assess and build basic skills, soft skills	Use job profiles to identify competencies needed
High Turnover	Hospitality Long term care	CR 101 NCRC	Use CR 1010 & NCRC to identify candidates for promotion. Soft skills modules from CR 101
Weak soft skills in employees and applicants	ALL Industries	CR 101 Soft Skills	
Development of an OJT Plan	Manufacturing Energy/utilities	CR 101 Job Profiling	
Other Challenges: Aging Workforce	Healthcare	CR 101 NCRC	Identify current workers for advancement and upskills assess
No process in place for assessing basic reading and math skills of applicants			
No process in place for assessing basic incumbents' reading & math skills needed for training and advancement			
Outdated and inaccurate job descriptions			
Product loss, materials waste, high scrap rates			
Anticipated expansion of workforce			

Boston Next Steps:

- Learn how to use CR 101 report functions to analyze user data in the region (and individual sites)
- Train staff on the tools so that they can implement with participants (and be better-informed for promoting to employers, staff, participants?)