

Using CRI Tools to Address Business Challenges

Business Challenge Hampden	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	Baystate Medical Center	Job Profiling Work Keys	OJT, Job shadowing, employer services, incumbent training
High Turnover	CNS	WorkKeys Job Profiling	OJT, Job shadowing, employer services, incumbent training
Weak soft skills in employees and applicants	Hospitality - MGM	CR 101 Soft Skills Job Profiling	
No process in place for assessing basic reading and math skills of applicants	Applied Light	CR 101 WorkKeys Job Profiling	
No process in place for assessing basic incumbents' reading & math skills needed for training and advancement	Sunoco	WorkKeys Job Profiling	
Outdated and inaccurate job descriptions	BSR – Reentry (DG)	Job Profiling	
Development of an OJT Plan	Loomis House	Job Profiling CR 101	
Product loss, materials waste, high scrap rates	Hospitality Home Depot Friendly's		
Anticipated expansion of workforce			
Other Challenges: Inconsistent onboarding and assessment processes, Discrepancy between job			

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description and actual tasks, skills required, Sustainability of CRI tools, money, time, soft skills, marketing and communication.			