

Using CRI Tools to Address Business Challenges

Business Challenge Metro Southwest 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	Retail	Testing/soft skills suite	Validating skills
High Turnover	Fast food Customer service Retail	Job profiling	
Weak soft skills in employees and applicants	Retail	Testing/soft skills suite	
No process in place for assessing basic reading and math skills of applicants	Small businesses	Testing/soft skills suite	Validating skills
No process in place for assessing basic incumbents' reading & math skills needed for training and advancement	Small businesses	Testing/soft skills suite	Validating skills
Outdated and inaccurate job descriptions	Small businesses w/out HR staff		
Development of an OJT Plan	Small businesses w/out HR staff	Job profiling	Creating appropriate job descriptions for the job for retention.
Product loss, materials waste, high scrap rates			
Anticipated expansion of workforce	Retail – new locations	Testing/soft skills suite	
Other Challenges:	Assessment of soft skills for promotions	Testing/soft skills suite	

Metro Southwest Next Steps:

- Training on CR 101 (for whom?)
- Use data base of job profiles to identify positions and employers to approach