

THE HONEYCOMB

SERVICE EXCELLENCE AWARDS



TEAMWORK



INNOVATION
& INITIATIVE

Creating a Buzz About Those Doing Their Best

Fall 2010

INNOVATION



- ❖ **Amanda Harrow** demonstrated innovation by developing a new job search format that addresses different customer needs. She also created a new job board on monitors and available media within the self-serve office.
- ❖ As a result of her innovation, customers could now streamline job search results independently. Additionally, the new job board led to customer excitement about the available job listings and influenced other offices to start their own electronic job boards.

INITIATIVE



- ❖ **Carolyn Kennard** took initiative by developing flash cards to improve a workshop for Rivera Foods, where 80 percent of the participants did not speak English. As a result of Carolyn's initiative, the workshop was a success, language barriers were eliminated and participants were able to successfully register with WorkInTexas.com.
- ❖ Carolyn also successfully implemented a workshop for Bayland Burnett Detention School for Girls, providing the girls with journals to help with self-expression, self confidence and increased interest in job searching and job interviewing.

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TEAMWORK

- ❖ The Regional Facilitator Team demonstrates teamwork delivering workshops and seminars in libraries, schools, churches and at numerous public and private events. Members have regularly presented at Between Jobs Ministry and Target Hunger job search events. Additionally, the Team helped to market job search and career seminars beyond the Workforce Solutions office network.

Regional Facilitator Team



Members include Norma Bonica, Jenny Johnson, Josie Toth, Ernest Spivey, Carolyn Kennard, LaTonya Rogers and Cheryl Sandifer