

**HUMAN RESOURCE APPLICATIONS IN MARKETING EDUCATION**  
**EMKT 4120/6120**  
**Industry Tour Journal**  
**Professional Development Activity**

***1. What did you learn from today's industry tour that you did not know before?***

***Student Responses***

***McLane***

I thought McLane was a rental truck facility. I had no idea that they handle actual merchandise.

I did not know what McLane was. I had never heard of the company. I also did not know that Walmart owned businesses like McLane to do all of their ordering and delivering. I thought that Walmart did these things themselves.

I learned all about what McLane does and how the distribution center works.

I learned that McLane was not just a trucking company, and that they conduct the bulk of their business with convenient stores. Also, I was unaware that Wal-Mart owned them.

I learned about McLane, and I did not know that one factory took care of so many items.

I did not know that Wal-Mart had its own distributors.

I learned more about the distribution side of Walmart / the convenient stores. I learned about the motto, leadership slogan, philosophy, and structure of the company. I learned about the companies that they supply and what types of goods they supply.

I learned that McLane was owned by Walmart. I learned that two of the Walmart family members are worth \$20 billion each. I also learned that McLane's main product of distribution is tobacco, secondly is candy and that they service mostly convenience stores. Finally, I learned that McLane has distribution centers in Brazil where the employees are all Brazilians except for upper Management.

How interesting and great McLane is!! I thought this was a great tour, and it really touched on things we had discussed in class previously in the semester.

I learned how convenience stores get restocked. I thought McLane was a trucking company, not a distributor. I also learned about the pick lines and how orders for stores are filled.

I learned just what McClain did. I also learned what they distributed and what stores they supplied. I also learned their scope of business, and their company morals.

I did not know that tobacco and all of the other products delivered to convenient stores were all together.

I learned where all my groceries come from.

I did not know that Wal-Mart was such a rich company.

I did not realize that there was so much involved in distribution. The earnings for the company also impressed me a great deal.

## ***ABB***

I really didn't know what those transformers did.

I found it very interesting to watch the process that material goes through to form a product. Although I have seen assembly lines on T.V., actually being there in presence was extremely interesting.

I learned about ABB and how to make transformers

I learned about the transformer industry. I did not know anything about transformers until we saw how they were made from step 1 to the end product. I learned how the plant was set up and the process used in making the boxes

I did not know how a true manufacturing facility operated. It was very interesting to see how they have to hire dependable employees based on the kind of work they do.

This was a very interesting tour because I have never been in a factory before. It was amazing to see how smoothly everything ran in such a hectic environment.

I learned a lot about transformers and how they are made. Transformers have to be processed many times before they are complete. I thought the paint was neat.

I learned how transformers are built, and all of the intricate steps used in the creation of a transformer. I also learned just how large of a company ABB is and the process they use to keep their employees happy. I also learned how they keep turnover to a minimum by making their employees feel important.

I knew absolutely nothing about transformers before, so now I am more knowledgeable about the subject.

I learned how transformers were built - I had no clue that they were filled with oil, and I will definitely look at them differently from here on out.

I learned what exactly a transformer was and how it worked.

I did not know that in production work, sometimes you get paid according to how much work is produced.

I learned a lot about the large amount of responsibilities of the managers at ABB. I also did not know that transformers were filled with oil for temperature control.

### ***Kevin Thigpen (speaker/Athens Regional Medical Center)***

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When hiring, Athens Regional looks at a person's attitude (instead of aptitude) and level of honesty above all else. The daily issues that Mr. Thigpen encounters are very similar to those of a teacher... must be compassionate but firm, must display honesty and take responsibility for mistakes if you want others to do the same, must display high morale and ethical values if you want others to do the same; workers must display less ego and more team go.

I did not realize he had such a hands-on type of job.

The guest speaker was from Athens Regional. I did not know what hospital administration did. He gave us information on what a human resources person did in a hospital.

I learned what a human resources manager does and what a human resources department has to offer employees.

I learned from Mr. Thigpen that people in Human Resources do not just deal with employees' problems. They get to meet people and deal with issues concerning the well-being of the organization for which they work.

I learned about the divisions of Athens Regional and their values and what they expect from their employees.

I learned more about the health profession and what the different jobs are in a hospital, as well as the role of a HR person.

I did not know that Athens Regional had so many different divisions and aspects of their company.

Mr. Thigpen was an exceptional speaker. I learned a lot of information about human resources within a large corporate setting that I did not know before.

I learned a lot about Athens Regional Medical Center. I learned that a human resources person must interact with other humans to be effective. Just sitting behind a desk does not cut it. The more excited you are about your job, the better you are at your job.

I learned more of what a human relations director does, and how he is used to the advantage of the employees to get problems resolved. Mr. Thigpen also explained his job in more depth.

He helped clarify what a Human Resource job is and what they look for in an employee.

I learned that companies are really trying to make an effort to keep employees satisfied. I thought most places of business did not even give their employees the time of day, just as long as they do their job.

I did not know Human Resource Managers have such impact on employee's jobs.

Today's guest speaker was an interesting individual because he did a little of everything at his work. His attitude on a lot of situations proved to be impressive. When he talked about dealing with some employees' lawyers, I know that would have been a difficult situation, especially maintaining composure.

## ***2. What were the best things about today's industry tour?***

### ***Student Responses***

#### ***McLane***

I enjoyed the actual "boss" talking to us. It meant a lot that he wanted us to see what they expected of their employees and of each other.

The best thing about the tour was visiting the candy room and the freezer, five degrees below zero. Also, there were some nice looking men that worked there.

Everything was great about this tour! The employers were both informative and enjoyable. The tour was very interesting. We learned a lot about the company itself, its workers, and its facilities.

The best thing about this tour was walking through the warehouse. It was unbelievable the amount of food, tobacco, etc. that they store and use.

I really liked everything about this tour. The best parts were the men that spoke at the beginning because they were interesting and funny, the candy and water at the table, the charts and visuals in the meeting room, and the way I could hear the tour guides inside the plant.

The best thing about the tour was seeing how fast the inventory went in and out of the door.

The tour of the shipping warehouse, seeing the system they use to tear open cases of cigarette cartons and the machinery used to label each cigarette package...pretty impressive.

Everything!! I enjoyed every aspect of this tour.

Our tour guide was really nice. The best things were that they all wanted to talk to us and answer questions. I also like seeing the pick lines and bays where they keep everything. It was all really great. The employees working in the warehouse also wanted to talk to us and were friendly. These people like their jobs and it shows.

I enjoyed the speakers who were very informative and energetic. I also like the warehouse and how organized it seemed to be.

They were very polite and could tell they cared about their employees.

The best thing about the tour was actually seeing all the different products and how they make it to the shelves at the stores. And running into the freezer was fun, too.

The managers were expecting us, and they seemed genuinely concerned about having us as guests at their facility.

The best thing about the tour to me was the freezer room. I thought this was rather amazing, especially because such a large area was climate controlled.

## ***ABB***

I liked how we were given the official tour and how informative the people were.

The information and feedback we were able to receive from ABB.

The best things were the talk and the video after the tour. I learned more valuable things from those than from the actual tour.

I liked the video at the beginning of the tour because it gave me exposure to the product and setup of ABB and what the company does.

The best thing was getting to watch the big machines.

The best thing about the tour was seeing how each manufacturing line supported and depended upon one another.

The best thing about the tour for me was seeing how interesting factory work can be and how enormous the company is. It was also neat to learn about a major company in Athens that you would not normally even think about.

The best thing about today's tour was the nice building and conference room we went into at first. I thought the tour was great and really liked all of the tour. I liked watching the processed and watching the people work.

The tour guides were very informative and enthusiastic about giving us the tour and answering any questions we had about the making of transformers, and the human relations involved in the company. From a manufacturing stand point, I would have to say that seeing the automated machines make the casings for the transformers was my favorite.

I enjoyed how well our guides seemed to know each employee.

I did enjoy the tour of the plant. The question and answer session at the end was really informative.

The tour was interesting but I wasn't all that impressed.

The supervisors and the managers seemed to be very anxious and excited about giving us a tour of the plant. They were also very knowledgeable about the operations of the plant.

The best thing about the tour was seeing step by step what the company went through in making the transformers. I also related well to the supervisors that gave us the tour through the company.

### ***Kevin Thigpen (speaker/Athens Regional Medical Center)***

It was interesting to hear the similarities in what employers are looking for in workers. McLane and Mr. Thigpen both stressed attitude and honesty as a top priority.

Mr. Thigpen was upbeat, intelligent and didn't talk over our heads.

He was a tremendous speaker.

Unfortunately we did not get to go on a tour, but the information I got from him was very useful.

I liked the way that this speaker handled the discussion. He talked about what we were interested in and answered our questions.

The best thing about the speaker was getting general insight on a potential field that I might be interested in.

Kevin had an awesome personality, and he was interesting

The best things I learned were the philosophy of the hospital (every worker must greet any person within 6 ft. of them and every employee picks up trash) and what the characteristics are of employees at Athens Regional.

I enjoyed everything that was said!

The best thing about the speaker is that he was a true example of how a human resource director should manage his department and role in his company. Everything about him demonstrated what a dynamic manager he was, from how he was attempting to learn everyone's name to how he dealt with legal issues.

Mr. Thigpen was full of information about human relations that really put the class information and discussions into perspective.

The best thing about our guest speaker was that he was really good at speaking or talking or interacting with people. I did not know him, but felt I could contact him and speak to him about Athens Regional or employment at Athens Regional. He is very good at interacting with people and is in the perfect job. I worked at Northeast Georgia Medical Center for a short time on 3rd shift and our human resources department did not answer the phones; you always got voice mail, and no one called you back – ever. They were behind locked doors and did not interact with people at all. I felt Mr. Thigpen was not like this and it was nice to see that some people still enjoy working with other people.

The discussion about how to make relations with fellow employees more pleasant by learning names, and basically following the one minute management plan of action.

He was very polite and up beat. He was not fake at all.

The best thing was learning about what it was that the speaker did. When I think of a human resource department, I usually think of employment opportunities, but it much more than that.

Mr. Thigpen was eager to talk with us and he answered all questions very thoroughly.

The best thing about the speaker was the broad explanation about his job. I found all the situations that he explained to be very interesting. His philosophies on dealing with these situations was even better to sit and listen to.

### ***3. What were the worst things about today's industry tour?***

#### ***Student Responses***

##### ***McLane***

I hated the cold cooler!!!!

There was not anything bad about the tour.

Honestly, there was nothing bad about this tour. It was a completely positive experience.

The worst part was that we did not get to see people working.

The worst part of the tour was being in the freezer.

The worst thing about the tour was seeing how cold that freezer was!

The worst thing was the freezer! It was so cold!

The freezer!!!

There was nothing uninteresting or of little value on the entire tour!

I guess the worst things were the restrooms in the warehouse, they were not too clean. Another bad thing is that we did not get there until later so we did not actually get to see a lot of the people working. I would have liked to have seen them filling their boxes.

The freezer -- it was not bad, it was just cold!

The freezer was too much for me, mainly because I had on shorts.

The worst thing was that we didn't get offered any real candy, like Snickers!

There was nothing wrong with today's tour.

The worst thing about the tour was sitting in the conference room for so long, because I really enjoyed going into the warehouse to see what made the place run.

## ***ABB***

I can't really think of anything that was wrong with the tour or the industry that I didn't like or enjoy.

With the loud noises in the background, I sometimes found it difficult to hear our guide.

The worst thing was the actual tour - I didn't think that it really pertained to me personally a whole lot.

I couldn't hear my tour guide talk during the tour of the building

The heat in the factory was bad.

The worst thing about the tour was the heat in the plant!

The worst thing about the tour was that a lot of the stuff was way over my head. I know very little about transformers and the tour leader was talking about things I had no clue about. I would have enjoyed it more if I had known a little more about the product of the factory.

The worst things were wearing the safety glasses, the heat of the building, and the noise. I guess if you worked there every day, you would get used to it. It is probably not fair to go in a visit and complain about these things since others do work in these conditions daily.

I truly did enjoy the whole tour. The only thing I disliked was arriving late. I thought that I was not going to be admitted into the tour.

It was so loud. I often wondered about the employees and their hearing. In addition, I thought that such a large company should have had some type of health promotion department.

The worst thing about the tour was the heat and the noise on the factory floor -- and trying to figure out the directions once I turned myself around the wrong way on the loop!

The worst thing was that it was too hot.

Just the heat and walking through the plant.

The worst thing about the tour was probably the heat. This was the only thing that really bothered me about the tour, and it was not that hard to deal with.

***Kevin Thigpen (speaker/Athens Regional Medical Center)***

Nothing! I thoroughly enjoyed his discussion and thoroughness in answering questions.

I would have really enjoyed to see him in action at Athens Regional.

The worst thing was not being able to go on the tour at the hospital. I think that would have been more valuable to me.

The worst thing was that Kevin tended to get a little too political for me. I felt that he should keep some things general and not go into his opinion so much (unions, etc.).

The worst thing about the speaker was that we were unable to visit the hospital and see where Mr. Thigpen spends his days.

I wish we could have toured the hospital.

The speaker was better than I thought he would be because he was so open and willing to answer all of our questions.

Nothing!

There was nothing about the speech I did not value or enjoy.

The worst thing was that we did not get to go through the medical center

Enjoyed it all!

Overall, nothing; I enjoyed hearing him talk.

The speaker was cool. No bad points.

There was nothing wrong with today's guest speaker.

The worst thing about this speaker was that he had to speak so late in the evening. However, I thoroughly enjoyed the speech, and the pizza was very good!

#### ***4. How did your observations and experiences on the tour compare to what you expected to see and do?***

##### ***Student Responses***

###### ***McLane***

The actual work that we saw was incredible. To run a business like McLane, you needed employees that would be on time and know what they were doing at all times.

I thought that the warehouse was a lot larger than what we saw. They only had three main sections.

I expected to hear all about the trucking industry, but the first speaker proved me wrong. I did not expect the tour to be so interesting

Again, since I had been on tours similar to these, I pretty much expected the tour to be what it was. I didn't think the building would be as nice and new as it was, though.

I was very surprised at the amount of inventory that the facility could hold. The amount of business that McLane does is amazing.

This tour was better than what I expected. After last week, I thought we would be in a factory. But the conference room was very nice, and even the warehouse was nice and organized.

Having been to the shipping warehouse for Gwinnett County Schools on many occasions, I expected to see basically what we did see....shelving after shelving of merchandise and little hand trucks speeding throughout the building. The only difference between the two were the conveyer belts that are used by McLane. The quantity of items that goes through the McLane warehouse is obviously much larger than that of Gwinnett County Schools' supply warehouse.

I was expecting to see more like what we saw on the other tour but was pleasantly surprised to see otherwise.

I thought this was a trucking company so everything I saw was different. I felt that the people who spoke to us or who were our tour guides were great. Enthusiasm does carry over.

I have been in a much larger warehouse in Thomson, so I already knew what to expect. The tour itself was very interesting since I have never seen a warehouse with perishable goods. I also did not expect such hospitality from the company.

Again, I did not realize that tobacco was with all of those other items. I am not a fan of tobacco so I was somewhat disappointed.

I really didn't know what McLane was so I had no preconceptions about the company.

This time everything I expected happened. We sat down for a question answer period and then we went on a tour of the facility.

My observations on the tour surpassed what I was expecting. I did not realize what all was involved in the warehouse with the sorting, packing, and loading of goods.

## ***ABB***

I had no expectations because I really had no idea what ABB did therefore my experience was a nice one.

I thought that the tour was very informative and interesting. I really didn't know what to expect, but I was pleasantly surprised with the tour and the company.

This was not really what I expected. I did not realize that ABB was a true factory of sorts, unairconditioned, etc.

I expected the tour to be just as it was. I thought it was a well-coordinated tour on the part of the company and Dr. Adams. I have been on many tours similar to this one during my undergraduate study.

I did not expect to get that thorough of a tour. I thought the employees of the company did a great job leading us through the operations of the plant.

I did not know they were going to be so thorough.

I really did not know what to expect considering it was a new environment for me. I expected to see most of the stuff I saw in the work area, but I was not prepared for how uneducated I would be about the product.

I really did not have any expectations. I am glad we got to talk with the HR person and the other man, Ron. They were really informative and gave valuable insight from the real world. I enjoyed talking with them and they all seemed more than happy to talk with us.

The manufacturing of the transformers was rather mind-boggling to me. I did not expect so much work to go into transformers. I looked at them on telephone poles and never questioned how they were made, but now I have a greater appreciation. I also did not expect the guides to be so informative about the manufacturing process.

I did not realize all of the components that went into making transformers.

I expected to see more employees working. I am amazed at the amount of robotics they used. I did not expect to see that at all.

When I walked around I noticed a high percentage of minority workers. It made me wonder about the pay they were receiving.

I expected to just sit in the Human Resource Department and have a question-answer period. We did do that, but going through the plant was a total surprise to me.

My observations on the tour were pretty much what I expected except for the large baking oven that they used for sealing the core.

***Kevin Thigpen (speaker/Athens Regional Medical Center)***

I really had very few expectations before the speaker arrived. I was pleased that he kept the discussion at a constant pace and wasn't boring in the least bit.

I expected him to talk more about the hospital and what they offered for employees.

I did not know anything about Athens Regional, and I did not know what a human resources person did in a health care system. So I really was not expecting to hear anything specific.

This was about what I expected. Kevin was informative but also gave an interesting lecture.

I expected to simply hear about all of the problems that he deals with concerning the employees of the hospital. I was shocked that there was more to his job.

I did not expect him to ask us what we wanted to know and for him to be so friendly.

I did not expect him to be such a voice for the employees. Many HR directors speak only on behalf of the company, but he really spoke for the employees.

I did not know what to expect from Mr. Thigpen, but all of his speech was really good.

I really like the way Mr. Thigpen opened the floor for questions and discussion to really relate his information to the class. I thought this time was also well spent and was probably the most valuable and directly related to the class and content of the class.

I thought he would be boring and he would do a presentation and we would listen. This was not the case.

The experience was very similar to the other industry tours in that it reinforced the idea that employers are mainly looking for good attitudes in employees.

I was not sure what he was going to speak about but he did a great job and was enthusiastic about being there.

I really expected him to be tired after a long days work but he seemed refreshed and genuinely happy to be there.

My expectations were nothing like what the speaker came to talk about. He was an "attention getting" personality. I usually do not see people from the hospital setting that can talk to people so much.

## ***5. What specific application to your discipline or teaching content area did you observe during the visit and discussion today?***

### ***Student Responses***

#### ***McLane***

People need to learn to be on time because jobs like those at McLane cannot be held by someone not showing up for work. Students should be given this tour to see how important responsibility is.

He did discuss information on health promotion briefly. His employees do a stretching exercise before they begin working.

I learned things that companies really want in their employees. I learned that students need to be encouraged to be dependable and hard workers. With companies like McLane, they have lots of room to grow.

I will remember the importance of being a team player and being dedicated to your job—employers look for these characteristics.

As a teacher, it is very important that I prepare the students who plan to go straight into the workforce.

Probably the part about the company services and how they treat their customers and employees.

I observed the distribution and logistic functions of marketing. I will use this information.

McLane hires people on attitude more than aptitude. People with the right attitude can be trained.

The most common reason for people losing their job is tardiness. It takes 28 tardies for a person to lose their job, and though it is hard to believe, it happens.

McLane's safety program is very successful and takes a team approach at making it work. Employees are compensated through award programs for ensuring safety in the building...ie: cruises, T.V.'s, etc.

Employees have to work as team members to make the distribution process effective.

There was really nothing directly related to my field but it was directly related to the class, and that was very helpful to me.

My area is business education. I saw a lot of computers around in the areas. One tour guide also said that they are training their employees to use Word, Excel, Access, etc. All of these are in my field. They must be using them if they are training employees to use these software programs. Also, the international business this company is involved in is another example of my content area.

Similar to ABB, I further learned what employers want from their employees. I would have to say that all employers want a good attitude over aptitude.

I noticed banners hanging from the ceiling telling the employees to be safe. In addition, our leader told us that if any accidents occur on the job that all employees automatically receive a drug test.

I saw team work. It took more than one person to get the job done. I saw people in pairs working.

We discussed in class that employers look for dedicated and motivated people and that is exactly what the Human Resource Manger told us. I will be doing the Marketing classes next year and with the Co-op students, I will definitely need them to be dedicated and hardworking .

I was really told what applied to my discipline(health) when the V.P. said that they actually pay a portion of a membership to the local gyms for the employees. They also spoke about the stretching of workers before they started the day.

***ABB***

When we were finishing up the tour, I really enjoyed talking to the human resources guy, because I learned that corporations expect a lot out of their employees like we would out of our students and ourselves.

That it is imperative to be responsible to your work obligations, and that it will be extremely important to instill this quality within your students and explain to them its importance.

I saw people working entry-level jobs, which is what most of my coop students will probably be doing.

I learned what companies are looking for in employees

During the wrap up of the tour I learned who ABB's competitors are and who their target market is.

In order for ABB to function, they have to demonstrate superb interviewing and screening skills of their candidates. They really need to know what characteristics make a good employee.

I was interested in some of the health promotion aspects of the job and was surprised that there was little the company offered by way of health promotion. This was very interesting to me considering the importance of safety in an environment like this one.

My discipline is business education. I did observe some computers in the workstations and also in the front of the building I saw cubicles with people working in accounting, marketing, and other office work. We did not really go through this area, but I went to the restroom there and saw these things. Also, the International aspects the HR guy talked about goes with my discipline.

I will be able to first-hand tell students exactly what employers want from their workers. I will also know more about manufacturing businesses and just how they operate.

They needed some type of health promotion going on. I was surprised to see such a large lack in health promotion.

The discussion about work ethic and commitment does apply to my co-op students, and I will use them as an example of what all companies are looking for in an employee.

As a Health Promotion major, I didn't notice any health promotion applications during the visit.

I guess the closest thing to my discipline related to health would have to be the safety factor that they all stressed to the workers, and to us as well when we were touring the factory.

***Kevin Thigpen (speaker/Athens Regional Medical Center)***

Mr. Thigpen stressed that Athens Regional hires people based on attitude more than aptitude. They believe that people with the right attitude can be trained.

I liked his system of “stop, start, continue” that he uses with his directors. He asked them to express what they would like him to stop doing, what they would like him to start doing, and what they would like him to continue doing. This is a good idea -- getting feedback from my students about my teaching, lecturing, or overall classroom management.

He made some good points about motivating people (students, in my case). First, involve the student; second, give them a voice and an opinion; third, praise and give constructive feedback; and fourth, recognize each person’s talents, abilities and cultural diversity.

I learned that it pays to know who you work with and how to work with them by his stories about his coworkers.

He did mention that he dealt with the health and wellness division as well. So, he handles the internships, which would be very helpful for me.

I learned what my students need to expect and what employers are looking for. I learned what "good" human resources are.

I see how important effective communication can be, not just in my field of Advertising but in any job field.

I learned more about the qualities that good employees need to have.

I can teach my class the things we learned about being a good worker.

The speaker used Marketing throughout his entire presentation. Not only was he speaking about his job, but he was also trying to sell the benefits of Athens Regional Hospital.

I saw a lot of application to my business education field. Our speaker was a business education major and he is now a HR person. Basic office or business stuff can be incorporated into the medical center.

I learned that human relation directors are middle-men for a company. They convey messages from the employees to the bosses. I will use this in my teaching to help children to learn how to utilize human relation directors in a proper fashion.

He told us how he goes around and talks to people to round up information to help improve the hospital. I guess this would be a type of teaching.

I plan to be more open to people and job satisfaction when I get into my career. I plan to be a doctor so I want to be the type that really cares for the people, not just the money.

We discussed in class that employers look for dedicated and motivated people and that is exactly what the Human Resource Manager told us. I will be doing the Marketing classes next year and with the Co-op students I will definitely need them to be dedicated and hardworking.

***6. How do you see yourself using information from this tour in the courses you teach (or will teach) and/or in other areas of your career?***

***Student Responses***

***McLane***

Just by watching those workers, it made me want to be more productive to get the job done.

The stretching technique is something that I could use when I am doing corporate wellness.

I will use this information to teach my students that even the jobs that they hold in high school are important. They can lead to many great opportunities.

I am not sure how I will use this information, other than to encourage my students to be dependable employees, because that is what employers are really looking for.

I feel that the information regarding employment and what they look for in an applicant is vital, and I will use it in the future.

I will teach students qualities that employers are looking for

I can tell my classes about how the business/manufacturing world works, operates, hires, and maintains and manages employees.

I would use McLane as an example of inventory reduction and logistics. McLane does a great job of not carrying high inventory costs, because they get the inventory in and out of the door in a timely matter.

I learned first-hand how important employability skills are in acquiring a job and keeping a job, (ie. Attitude goes a long way, tardiness will get you fired) and can share this with my students. In teaching the importance of team work, McLane is a good example in that the conveyor belts need every person doing their part, working as a team, to get the job done.

Compensation is only a small part of keeping employees. McLane made an example of this at a time when their retention rate was in the 30 percentile. They changed their shifts times. Now their retention rate is in the 80 percentile. It costs McLane anywhere from \$4,000 to \$10,000 to train a new employee, therefore retaining current workers is quite a cost savings.

If I ever work in a corporate setting there will be several things of use to me, such as the human relations things they talked about. In reality, though, I just enjoyed learning about that aspect of the company and seeing the way the company functioned.

I would like to have someone come and speak to a class or take a class on a tour of this place. This business has global trade, accounting, distribution, economics, computer apps, people skills, etc. It is really neat.

For one, I will have a greater respect for all employees of warehouses. I will use this information to teach students what companies are looking for, and how to obtain the right morals that companies want from their employees.

Injury prevention is big in industry such as McLane, so if I ever work in an organization such as this, I can look back at some of McLane's techniques.

If I am ever in a hiring position, I plan to hire attitude not aptitude.

I will be able to tell the students that I saw production work first hand and I talked directly with a Human Resource Manager. I will tell them that getting great office skills is a plus because everyone is not cut out for the type of work that was going on in the production area of the plant. I will also share with them that no matter what type of work you are doing, employees still look for dependable and dedicated people.

I will use the attitude that these upper management guys possessed for sure. These guys evidently have a lot of responsibility and without the good attitude, one could go insane from the stress.

I observed discipline from the speaker. When he gave the example of walking through the parking lot at 7:00a.m. and meeting the nurse or doctor in the parking lot that had worked all night and still greeted him with a smile, I thought that was a prime example of a positive discipline. It is hard to smile at times, and I can imagine that this situation would possibly be one of those times. This was a good thing in my opinion.

## ***ABB***

I would like to educate people about how important it is for them to have a positive outlook on their jobs and or work abilities, because that is what the guy kept stressing to us that they look for in good employees.

Just being exposed to that type of work helps to relate to what your potential students could be doing for a living, and I think that being able to relate to your students is the only way to reach them.

I will teach my students what employers are expecting

The information that was given to us by the human resource manager was very useful information that could be passed along to students and/or employees. I do not feel as though I learned enough about the transformers to use that information in my classroom.

I will probably not use this in the classroom but I will be more inclined to do more to get health promotion started in job areas such as this one.

This tour would be a good example of International Business. In a classroom, if possible, it would be nice to have the HR guy come and talk about ABB and how they compete in a global market.

I will be able to inform my student of what qualities a company wants in their employees. I will also use what I learned to further discipline myself to become a better worker in school and work.

Help promote to companies the need for health promotion and how it can help them in the long run.

I like when the speaker said that they hire based on desire to work. In my career, I will link myself up with those persons who have a desire to work because they will be the successful ones.

I will use what I learned from the tour by really stressing and distinguishing between the responsibilities of myself and others as an important component of my job just as they did within the factory. Each and every man and woman had a very important job and responsibility to adhere to in the factory, and this is very important for the individual to accept.

### ***Kevin Thigpen (speaker/Athens Regional Medical Center)***

The 'start, stop, continue' method is one I feel I will use in assessing my classroom management skills.

Teaching is a lot like being a human relations director (and a parent, in my opinion). You must demonstrate honesty, high morale and ethical values and be willing to accept responsibility for your mistakes IF you want your student, employees, or children to display these qualities.

Stress the fact that I as the teacher cannot hear a student's problem/s unless they speak up. Mr. Thigpen said it like "I can't hear you, unless you speak". Give students a voice.

I see myself helping others and myself through the open door policy that he talked about. I think it is great that such an institution has that policy for their employees.

He talked about putting together health insurance plans for employees. This gave me some insight as to how I would do this when I have my own employees.

I will use this to teach my students about the employers' end of the bargain. I can let them know that there are people who are there to help them as well as the employers.

I can apply the concept of being up front and honest when I have the opportunity to address problems, such as to a supervisor and what not.

I can use some of the ways he deals with his employees when dealing with my students(i.e. treat them as customers, speak and smile at everyone, be a good example, open door policy, feedback).

The speaker talked a lot about what makes a good employee, and I would use some of the things he said with my students.

Employability skills, work ethics, and administrative procedures our guest speaker discussed could be used to develop a work ethic lesson or unit.

I will use this information when approaching a human relations person or a person who seems to act like a human relations director. I will teach students that human relation directors are there for their benefit and to use them as necessary.

I may go into human resources so the information was very helpful to me. I think that I would enjoy this type of job, especially in the medical atmosphere.

I can tell my students that every Human Resource Manager I spoke with said that attitude is the most important thing they look for when choosing employees.

I will use the information from the speaker a lot in the future. His explanation of part of his job being to look ahead for the hospital to see where they need to be in the future is a good example of what I will definitely need to do in my career.

## ***7. What applications can you see for the preparation of tomorrow's workers?***

## *Student Responses*

### *McLane*

Workers need to be conscious of teamwork and how that is the only way to be productive in today's world.

This industry seems to be prepared for their workers now and in the future. A good idea they could utilize is a health and wellness center on site. If they do that much lifting, they should have a health educator right there on site.

I see tomorrow's workers as needing to be accepting of various cultures and willing to work harder than ever. Companies like McLane are going to continue to grow.

Future workers not only need more advanced training, but they also need to learn how to be team players and be able to accept diversity as a way of life.

Team work, good work ethic, honesty, customer oriented.

Workers need to have the right attitude, desire, want, and good attendance.

For tomorrow's workforce to survive in an environment like McLane, they really need to master their multi-tasking skills.

Students need to learn basic academics in school but to be prepared for the real world of work. Employability skills are essential, such as teamwork, ethics, morals, accountability, punctuality, kindness, and people skills in general.

There are businesses in which a person with no college degree can work his way up the ladder, but it takes hard work and dedication.

They want attitude not aptitude. Students need to know how important work ethics are.

I see that tomorrow's workforce will have to be much more moralistic, and strive to attend work always.

They are trying to decrease turnover, so they really believe in being good to their employees, which, in the long run, will show that they are a helpful and caring company.

McLane offers a lot of opportunities for advancement, and I think that is very important. If you do a good job, then you should be able to move to the next level.

Teaching them to have positive attitudes and being able to work in groups and on teams.

They told us on the tour that for every piece of power equipment that a person runs they must have a license. This to me shows that if the worker wants to be valuable to the company, some would have to get more than one license. Workers are having to expand and adapt to change.

## ***ABB***

People need to view work as important and something that can benefit them and not make life miserable, because it is something that has to be done.

Consistency, responsibility, good ethics, good values, and good attitudes.

Ethical, committed, on time, drug free

In a true manufacturing environment, tomorrow's workforce must be trustworthy and dependable. This company depends on their workers to be there, so the workforce needs to be very disciplined.

It is interesting to learn that job longevity and the turn over rate was so high in the company among younger workers, and this is a challenging subject that desperately needs attention and correction.

Students need to hear the qualities all of these employers are looking for in employees. They need to hear how important it is to come to work and do a good job. This would be excellent for students in work programs or International Business to see.

The biggest application is training students to live up the moral code that companies are looking for. By this I mean being on time and working with teams, because these are increasingly becoming more important as the population is becoming more educated. It is all in the attitude of the employee. The applicant with the best attitude will most likely receive the job.

They seemed to care about their employees just by the simple fact of knowing their name.

I see more of an emphasis on work habits rather than technical knowledge. When a company says they will train you and commit to training you, then it is important to show that commitment back.

Education in the most important thing in preparing tomorrow's workers.

The Human Resource Manger said that the production workers needed to be able to do fractions and also know basic measurement skills. A lot of our students do not master fractions, and they think when they begin working on an assembly line they will not have to use them, but that is not true. I think as an educator, I will continue to try to instill in all students that everything that you learn in school will be used one way or the other once you begin working on a job.

I can see that workers are becoming more adaptable and skilled within large industries. This includes the factory worker as well. People are applying themselves to future advances of technology in order to make themselves more valuable to the industry.

***Kevin Thigpen (speaker/Athens Regional Medical Center)***

Honesty on the job is of great value to an employer and should be something we stress to our students.

Working as a team player is vital in the work place. There are few cases in which what we do on the job does not affect another person, and working together and keeping communication lines open is of the utmost importance in today's organizations.

I can see more productivity if all employees continue to be treated in such a manner.

When working in a hospital, things are always changing. Today's employees are not going to be the same as yesterday's employees. He also spoke about the need for more nurses and that they will always need nurses. He also said that more of the smarter people are trying to be doctors and not enough are trying to be nurses. Maybe in the future there will be an increase in the amount of nurses.

I think we are going to need human resources more than ever in the future. We are going to have more workers, and with that, unfortunately, probably will come more conflicts.

Tomorrow's workers need to be effective communicators with coworkers/peers and with management personnel if they want to further their careers with a specific company.

Employees need to be willing and wanting to learn, accept change, accept diversity and practice teamwork.

In this environment, people and communication skills are a must for the workforce to have.

Good employability skills and good work ethics.

Like all the other industry tours, I see that employees must try to remain positive and open to suggestions from other employees. Tomorrow's workers must also be prepared to work hard to remain in their job, because jobs are becoming more oriented towards attitude.

The hospital seems to care about what their employees think and how they treat people who are there. I think that speaks well of the hospital and how other people will view them in the future.

I like when he says he looks for people who want to work, meaning a person who had a desire to do something is much better than a person that has the knowledge but has no desire.

Teaching them to have positive attitudes and being able to work in groups and on teams.

I find that every company needs some sort of HR person on staff. If the company is big enough, I think that a team of HR people would be great. I think workers and students need to be taught those values and proper behavior to make the workplace more pleasant for everyone.

## ***8. Was the industry tour valuable? Why or why not?***

### ***Student Responses***

#### ***McLane***

The tour was very valuable because it showed me another side of business that I had not been exposed to.

The tour was valuable to me in the sense that I had never seen a place like McLane before. It is always valuable to learn something new.

This tour was very valuable. It was informative and fun. It reiterated what we had learned in the classroom and we also got to see some people at work.

The tour was valuable. I learned more about a specific company and industry as well as how to prepare for a job—in terms of work ethics.

The tour was valuable. I learned about a new business, and it will help me to be a better and more prepared teacher

Yes, the industry tour was very valuable! I was able to hear and learn a lot and understand the distribution business.

Yes! Definitely!!!!

Yes, this tour was very valuable. As an employee in Logistics, it was good to see how another distribution industry operates.

Yes. I learned first hand how a company is applying many of the disciplines that we learned in class, such as what employers are looking for in workers and how employers make efforts in retaining employees (i.e. shift changes that suite people's family needs).

I really enjoyed this tour. I thought it was directly related to the discussions in class and it was very valuable to me from that aspect. I also personally enjoyed it just because it was fun and interesting.

It is valuable to see examples of businesses and the workforce and relate it to the classroom.

Yes, I found the tour to be valuable because of the discussion about the company and what attributes they look for in their employees.

Yes. I enjoyed this tour more than ABB, I guess because I could relate more to convenient stores and Wal-Mart than to transformers.

Overall the tour was interesting and valuable. I appreciate the food industry more knowing the process and the hard work it take for the products to get onto my hand and stomach.

The tour was valuable. This was a definite real world experience that showed responsible people getting many things done at once, and, on top of that, they were helping each other.

## ***ABB***

The tour was very valuable. I was able to make the connection between what we learned in class and the working world.

I thought the tour was very valuable in learning what ABB was all about, and what they look for in potential workers. It also gave various teaching strategies that could be valuable to students who may one day become potential workers.

It was valuable because I learned about ABB and some of the things that employers are looking for in employees.

The tour was somewhat valuable to see how a manufacturer works and what types of employees work there, but I liked McLain better. As a suggestion, one of the best local tours I have been on is to a label manufacture called McDike (this is probably not the correct spelling but I can get you the name if you are interested).

Yes, this industry tour was valuable because it demonstrated an unknown industry to me.

I really didn't think that this tour was all too valuable. The employers really did not tell us anything that we had not learned in class, and the tour itself was rather dry.

The tour was valuable to see because it is a very valuable part of the community, but it had little career value for me personally. It was fun and interesting to see this type work environment for the first time, though.

The industry tour was valuable in seeing the facility and seeing how the company works. It is important to see real world examples and relate these places to the classroom.

Yes, I believe this tour was very valuable. It is the best tour I have been on, as far as mechanical things go. My dad is the electrical supervisor for a company in my town, and he orders transformers from ABB. So, at the least, besides all the fore mentioned points, I will be able to talk to him about how transformers are made. He might get a kick out of it!

I thought it was interesting to see the industry. I never thought about Athens as anything besides a college town.

It was a very valuable tour. We saw an industry that we would have never seen before and learned that there are more ways to make a good living that do not require a college degree ,but that hard work and commitment can make a huge difference in a person's career path.

The industry was okay. I was not very interested and it did not spark an interest as I walked through either.

Yes it was valuable to me in quite a few ways:

- i. First of all, I have a better respect for people who have to work in a factory.
- ii. The second thing was the valuable information the Human Resource Manager shared with us.
- iii. Last but not least, I learned that everyone is cut out to do something different, and all types of jobs should be respected.

I think that the industry tour was valuable. The reason I think so is because of the hierarchy of responsibility that was stressed within the industry. The people that work at ABB gave us all a glimpse of real life and I feel that is important.

***Kevin Thigpen (speaker/Athens Regional Medical Center)***

Yes. I learned first hand how a company is applying many of the disciplines that we learned in class, such as what employers are looking for in workers (attitude, honesty, and team work). I acquired a few valuable techniques to use in my classroom such as assessment of my classroom management.

There was no tour but I am sure it would have been great. I enjoyed him and was happy that he wanted to speak with us.

The guest speaker's information was really good to me. Although it won't have any bearing on my profession, unless I become someone's boss, I still enjoyed listening to what he had to say. I don't know what the future holds for me, so I guess I may need to use this information at some point.

I think that this "tour" was valuable. It was a little more specific than the others, but also different. It not only showed what employers want, but also what they should offer to employees.

The speaker was very valuable. I learned that I may be interested in the HR field and what it takes to be good at it. Plus, Mr. Thigpen told us to contact him if we had further questions or wanted to tour the facility.

It was valuable because I learned a lot of new information. I learned what a human resource person does and useful information for my classroom.

I enjoyed this speaker the most; he had a lot of insight and experience to give to us.

I felt the speaker was valuable. He answered our questions and seemed interested in what we had to say. The speaker gave great insight into dealing with workers and worker attitudes, and this could be transferred into work program students.

I found the speaker interesting due to the fact that he clearly defined human relations in a business setting.

Yes. I enjoyed his speaking tremendously!

The speaker was very informative. The information was valuable because I can use it in my future career. Overall, it was a good class session.

Yes it was valuable to me. Being a Human Resource Manager seems to be a rewarding job.

This speaker was valuable. I really think that someone with this man's job is in high demand in this day and time. People need to be dealt with in one way or another, good or bad, positively or negatively. Every situation with an employee is different and every individual is unique and different. I feel that all of this should be monitored by someone in the workforce.