

TATT

chat

Welcome

Crystal Hendrickson, Pinnacle Partnership

Guest Speaker

Tara Gonce & Matt Wiggins
Piedmont Technical College

Adjournment

Crystal Hendrickson



Join us for our next TATT Chat on
July 9 from 10:00-11:00 AM on Zoom!

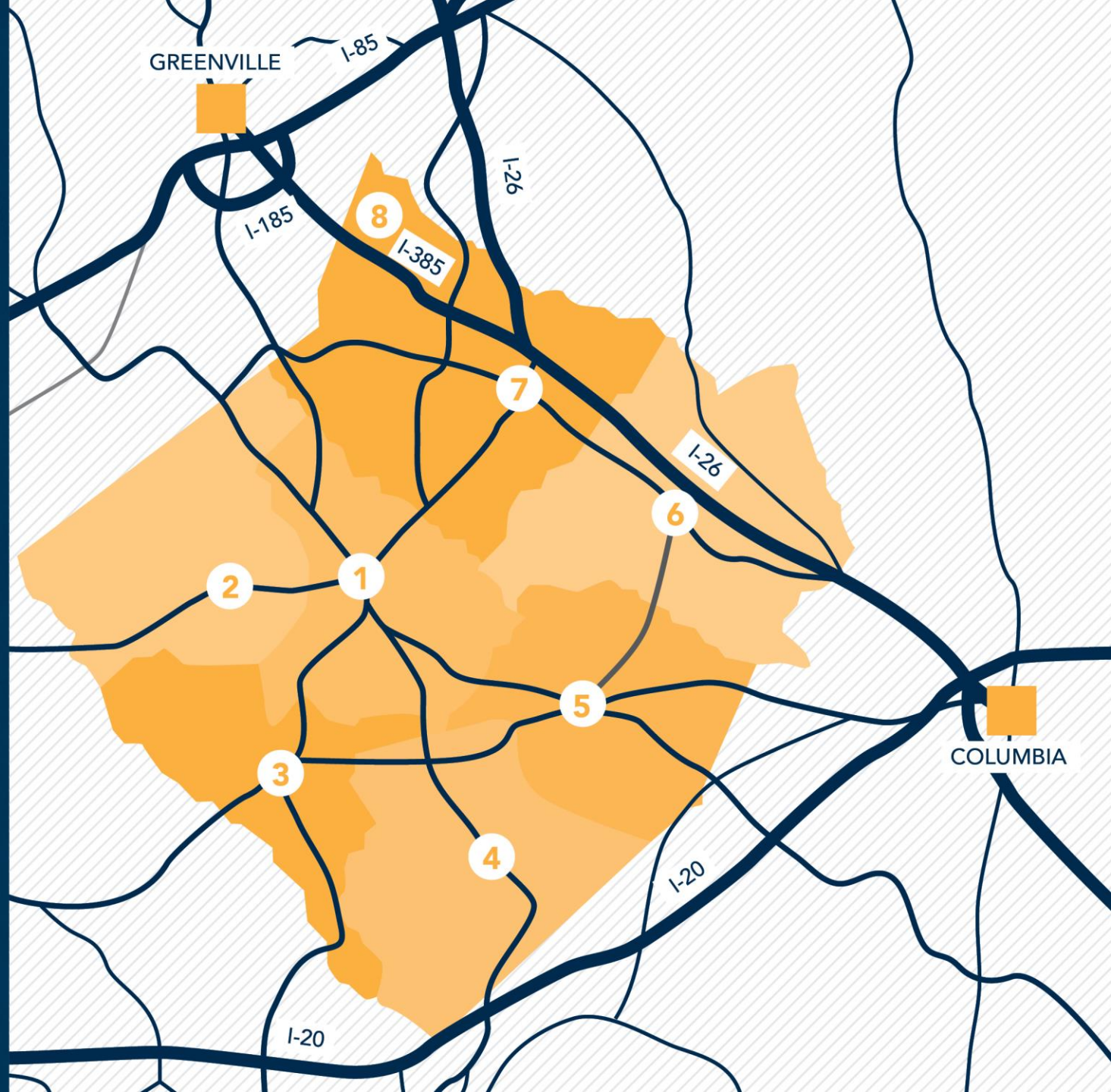


PIEDMONT
TECHNICAL COLLEGE

OUR MISSION

Piedmont Technical College transforms lives and strengthens communities by providing opportunities for intellectual and economic growth.

PIEDMONT
TECHNICAL
COLLEGE IS THE
**WORKFORCE
DEVELOPMENT
ENGINE** FOR OUR
SEVEN-COUNTY
SERVICE REGION.



**WE TRAIN AND UPSKILL
THE WORKFORCE** THAT
DRIVES BUSINESS AND
INDUSTRY ACROSS KEY
EMPLOYMENT SECTORS
IN THE AREA.





ECONOMIC IMPACT



PIEDMONT
TECHNICAL COLLEGE

**In one academic year,
Piedmont Technical College...**



Has a total regional economic impact of
\$349 million



WORKFORCE INNOVATION

PIEDMONT TECHNICAL COLLEGE

WHERE ARE WE LOCATED?

313 North Emerald Rd, Greenwood, SC 29646



WHAT DO WE DO?

Private Training for Companies (Contract Trainings)

- On site, or at any of the the 8 PTC locations
- Often customized

Short Term Training for the Public (Public Offerings)

- Certifications - employment/job related
- Life & Leisure - non-employment related

Certified Testing Center

CERTIFIED TESTING CENTER

We offer a wide range of certified testing services, including:

- Pearson Vue
- WorkKeys
- Insurance Licensing Exams
- Pesticide Certification
- Magistrate Certification
- Secret Service
- CUNA (Credit Union National Association)
- And many others!



WHAT TYPES OF TRAINING DOES WORKFORCE INNOVATION OFFER?

WORKFORCE INNOVATION (formerly Continuing Education and Economic Development)

Health Science

(Jess Mundy)

- Emergency Medical Technician (EMT)
- Advanced EMT
- Heartcode Basic Life Support (BLS)
- Medical Billing & Coding
- Phlebotomy
- Certified Nursing Assistant (CNA)
- Patient Care Technician
- EKG Technician

Industrial

(Carroll Sams, Charles Dixon)

- Lean Six Sigma Green Belt (online or in person)
- Lean Six Sigma Black Belt
- ISO9001 Internal Auditor
- Certified Quality Technician (CQT)
- Certified Quality Inspector (CQI)
- Programmable Logic Controls (PLCs)
- Industrial Maintenance
- NCCER Electrical

Transportation/Logistics

(Vickie Baldwin)

- Commercial Driver's License (CDL) Class A
 - Hazmat Endorsement
- CDL Class B
 - Passenger Endorsement
 - Bus Endorsement
- Fork Lift Training
- Basic Rider (motorcycles)
- Driver Training
- Emergency Vehicle Driver Training

Safety & Environmental

(Tyler Coker)

- OSHA-10/OSHA-30
- Arc Flash
- CPR/AED/First Aid
- Hazwoper
- Overhead Crane Operator
- Wastewater

Business & Leadership

(Lisa Bartanus)

- Supervisory Leadership
 - 18 Modules to choose from
- SHRM
- Project Management
- Computer Trainings
 - COMPTIA A+
 - Microsoft Suite
 - Security +

Life, Leisure, & Camps

(Cate Hamilton)

- Youth Camps
- Culinary Classes
- Small Engine Repair
- Pet CPR
- Dog Obedience

SCHOLARSHIPS/ASSISTANCE

- **SCWINS:** Workforce Public Offering Trainings
- **RetrainSC:** Contract Trainings (Manufacturing/Processing/Warehouse/Technology)
- **SCNexus:** Contract Trainings (Energy Sector)
- **Registered Apprenticeships**
- **Workforce Pell:** Coming Soon...



2024-2025 Outcomes

Students Served: **2,124**

Companies Served: **54**

Unique Classes: **100+**

PARTNERING WITH CREDIT SIDE

We collaborate closely with faculty/staff on the credit side to deliver specialized training.

Recent examples include:

- Welding Training & Certification Testing
- Foundry Skills & Safety Training
- Technical Spanish for the Workplace
- Mobile Training Lab
- And more, tailored to industry needs.

WHO ARE WE?

3 Office Staff:

Carissa Yates - Office Manager

Nikyia Lomax - Enrollment Coordinator

Porsha Patterson-Harris - Receptionist

7 Program Managers:

Vickie Baldwin, Lisa Bartanus, Tyler Coker, Charles Dixon,
Cate Hamilton, Jess Mundy and Carroll Sams

Dozens of Adjuncts

CALL FOR INSTRUCTORS

Do you have a skill, talent, or area of expertise you'd love to share?

We're always looking for passionate instructors to join our team!

Get involved and help shape the future of workforce training!





WORKFORCE INNOVATION

Matt Wiggins

Dean, Workforce Innovation

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PIEDMONT TECHNICAL COLLEGE

Don't Automate the Heart

Staying human at work in the age of AI

Tara Gonce, RN, MSN, Ed.S

Dean of Healthcare



THE HEART OF THE MATTER



People may forget
the process, but they
**remember how
they were treated.**



- 01** Have you ever received a reply that felt robotic?
- 02** Have you ever been helped by someone who made you feel truly seen?

Empathy still matters. AI can support the work, but people define the experience.

— AI IS EVERYWHERE

What it can do, and what it can't

● TODAY, AI CAN

- Write emails and draft reports
- Build schedules and analyze data
- Generate lesson plans
- Assist with customer service
- Support healthcare documentation

● BUT AI CANNOT

- **Replace compassion**
- **Build authentic trust**
- **Read emotional nuance**
- **Inspire through human connection**
- **Lead with empathy**

Which is exactly *why this conversation matters.*



— THE RISK OF OVER-AUTOMATION

What happens when we automate too much?

Employees may feel

Invisible

Disconnected

Replaceable

Emotionally exhausted

The people we serve may feel

Like a number

Unheard

Frustrated

Unimportant

— WHAT THE RESEARCH SHOWS

The pattern is consistent

01 Employees feel less connected to their work and teams

02 Burnout tends to rise, not fall

03 Customers and clients still prefer human interaction

04 Trust declines when communication feels robotic

— SETTING EXPECTATIONS

Professional communication expectations

01 Clear tone & boundaries

03 Model workplace communication

05 Process-based assignments and tasks

02 Explicit AI-use policies

04 AI as support, not substitution

06 Reflection and oral explanation



— WHAT WE CAN DO

Human-centered strategies

01

Prioritize face-to-face conversations

02

Practice active listening

03

Build a culture of recognition

04

Encourage collaboration



YOUR TURN

Let's practice

A few real scenarios. Let's
decide together where AI helps,
and where the human has to
show up.

THANK YOU

Questions & conversation

Don't automate the heart.

Tara Gonce, RN, MSN, Ed.S
Dean of Healthcare · Piedmont Technical College



**EXPECT
MORE** Quality.
Flexibility.
Affordability.