



Will County Medical Associates

Will County Medical Associates (WCMA) has provided comprehensive medical care of the highest quality for over 50 years. Formerly known as the Joliet Medical Group, WCMA is continually growing and advancing to best serve its patients. WCMA has over 40 healthcare providers offering comprehensive primary and specialty healthcare at multiple locations and employs over 200 individuals.

Many of WCMA's supervisors have advanced "through the ranks" and while their technical job skills were strong, they did not have the benefit of any formal training on effective supervisory skills. Danielle Carpenter, Senior HR Specialist at WCMA, contacted Joliet Junior College (JJC) to determine what supervisory training was available through the college. In discussions with JJC staff, Danielle became aware of Workforce Investment Board of Will County's grant program; this program provides grants to employers for developing the skills of their current workforce.

Grant funds supported the development and delivery of a customized training program for sixteen WCMA staff. WCMA personnel policies and procedures were incorporated into the curriculum, which included the following courses:

- Basic Supervisory Skills – topics included planning and goal setting, organizing and delegating, motivating workers, and leadership skills;
- Effective Communication – topics included understanding the communication process, effective presentation skills, and written communication;
- Building Your Team and Managing Individuals – topics included how a team functions, team decision making, personality types, process skills, and maintenance skills;
- Total Quality Management and Productivity – topics included understanding what total quality management is, improving productivity, and building higher quality.



As a result of the training, managers are working together better and have a clear understanding of how one area impacts another. They are more effective in managing their teams and productivity and the quality of customer service has improved. "We would not have been able to provide training to our supervisors without the grant funds made available through the Workforce Board of Will County," said Ms. Carpenter. "Ultimately, by improving the skills of our staff we cut costs and are able to maintain our high level of quality care."