

# WIRE-Net's Learning Advantage\_\_\_\_\_

## ***THERMAGON, INC.***



*“WIRE-Net’s staff helped assess our training needs and linked us to resources that delivered a great education program. The program was a very positive and rewarding experience for our employees.”*

*Kathy Rhubart, Human Resources Manager*



**WIRE-Net**  
**Westside Industrial**  
**Retention and**  
**Expansion Network**

6516 Detroit Ave.  
Cleveland, OH 44102  
(216) 631-7330  
[www.wire-net.org](http://www.wire-net.org)

*industry,  
jobs . . . opportunities.*

## ***NUTS & BOLTS***

**Year Founded:** 1992

**Location:** Cleveland’s Detroit-Shoreway Neighborhood

**Product:** Produces some of the world’s highest-rated thermally conductive dielectric polymers used in electronic packaging. Products include interface materials, gap fillers, encapsulants, putties, greases, adhesives and PCB systems.

## ***CHALLENGE***

In January 2001, management at Thermagon, Inc. examined its day-to-day operations and determined that on-site training for employees would benefit their product and customers. Although employees consistently manufactured quality products, there were still improvements that would streamline operations. Thermagon, Inc. identified areas for improvement and sought assistance from WIRE-Net to begin the training steps that would add value to both the work and employees.

## ***IMPACT***

- Improved employee-to-employee communications
- Improved employee morale
- Increased employee interest and participation in improving skills

## ***THE LEARNING ADVANTAGE***

In order to succeed in their work environment, employees needed to read work instructions, perform specific writing tasks and build a greater understanding of work-related math incorporating problem-solving skills. After agreeing on general goals to provide a supportive learning environment, Thermagon, with the assistance of the Cleveland Municipal School Districts' office of Adult and Continuing Education, decided on the following objectives:

1. Provide ESOL (English for Speakers of Other Languages) instruction for individuals in order to improve speaking skills.
2. Provide an opportunity to upgrade math skills at all levels (computation, decimals, fractions, thickness gauges, metrics, and the use of calculators).
3. Assist employees in improving writing and communication skills due to changing technology in the workplace, and building confidence in those with language barriers.

In order to begin the process of bringing training on-site, an initial assessment in ESOL and mathematics was administered. Results of the assessments were shared with employees immediately and explanations regarding the format of adult classes were explained.

The Thermagon training program represents a partnership among management, employees, and educational service providers. All training activities and materials are funded by Thermagon; classes take place during working hours, demonstrating the company's position that learning is a central action required by business and industry.