

# FORSYTH TECHNICAL COMMUNITY COLLEGE

*As a result of partnership, Herbalife has improved its production, quality, and retention.*



**FORSYTH TECH DELIVERS "INVALUABLE  
TRAINING" OPPORTUNITIES TO  
HERBALIFE EMPLOYEES.**

# Herbalife Invests in Training for Employees, Offers Certification Opportunities Through Forsyth Tech Partnership

*Herbalife has seen a reduction in turnover and an increase in promotions.*

**Training a quality workforce takes time. Training them up to your standards takes even more.**

Forsyth Technical Community College, along with Herbalife and the NC Community College System Office, worked together to develop a Customized Training Project that would enable Herbalife to hire a highly skilled workforce. Once employees were hired and initial training had been received, additional training was then offered in order to help Herbalife upskill their current workforce to meet company standards.

As part of the Community College Consortium for Bioscience Credentials (c<sup>3</sup>bc) grant, Forsyth Technical Community College developed online bioscience training to accelerate learning and make education more accessible. With Economic Development funds granted from the state, Forsyth Tech gave Herbalife employees access to a variety of training programs. Taking full advantage of this training, Herbalife began using it for new and current employees.

## TRAINING TO HERABLIFE'S STANDARDS

When Patrick O'Sullivan, supervisor of Industrial Training, started at **Herbalife's Innovation and Manufacturing** facility, a facility that manufactures nutrition supplements, weight management, sports nutrition and personal-care products, the training program needed to be developed. O'Sullivan worked closely with FTCC's Project Manager Dianne Mounce to develop programs which would be valuable to a new manufacturing facility. Over a two-year period, O'Sullivan began a close relationship with Forsyth Technical Community College and Mounce to provide incumbent worker training. Today, every employee must receive five hours of GMP (Good Manufacturing Practice) and Safety training from Forsyth Tech as an introductory training.

Employees who have worked at Herbalife for three months or more are brought back through a training with Forsyth and Herbalife for two hours of manufacturing best practices plus OSHA 10-hour training, also supplied through Herbalife and Forsyth Tech. This training allows employees to obtain a variety of manufacturing skills and allows them to begin to move into different career pathways.

When asked if the training through Forsyth Tech was making a difference, O'Sullivan had one adamant response: **"Oh, it's working."**

In addition, every manufacturing candidate must pass the National Career Readiness Certificate, hosted through Forsyth Tech. "We were having trouble finding qualified candidates and have worked closely





“Most companies don’t realize the value of the training. You build moral with the person, you build self-esteem with the person – and at what cost? Just a couple hours away from the floor. Investing in people keeps them here. Without a doubt.”

- Patrick O’Sullivan, Supervisor, Industrial Training, Herbalife

with Forsyth Tech to help with that. Their time and contributions have been invaluable,” O’Sullivan said.

Forsyth Tech is not only providing Safety and GMP training for Herbalife, they are also providing leadership training, American Society of Quality training, and third party vendor training. The company has numerous people going through Green Belt training, where employees will present their end-of-training projects to upper management to show how this has benefitted the company. Also offered through Forsyth Tech is supply chain training through its local APICS organization. “We are putting half a dozen people through calibration training so if it’s 4 a.m. and something goes down, our maintenance crew can troubleshoot and fix it,” O’Sullivan said.

**“[The training] is going to save money.** I’ve tried to take the money and spread it across the entire facility. Manufacturing is using it, supply chain is using it, quality is using it, and training is using it. I’m trying to get as many people involved as possible,” O’Sullivan said.

With training from Forsyth Tech, Herbalife’s employees have more career options. “We are purposeful with career paths,” O’Sullivan explained.

After successful completion of an initial work period, operators may be eligible to go through level 1 of the “toolbox training” and may receive a salary increase if they successfully complete the program. Many employees have gone through the toolbox training program, and Herbalife has seen a decreased turnover rate. Employees have gone through the program and have seen promotions.

Herbalife has struggled to find GMP experience and get employees to the skill level required. This is where Forsyth Tech has stepped in. “Training is stressed to the Herbalife team. It’s giving [employees] the opportunity to grow and think about what that’s doing for them. It shows we believe in our people, and we are working together to develop everyone. At the same time, you’re helping their own personal confidence,” O’Sullivan said.



## HERBALIFE EMPLOYEE SPOTLIGHTS



Cynthia Thomas and Zach Brown

"Before coming here, I was working at Subway and didn't know anything about Manufacturing. From the training, I learned an immense amount - a lot of things that will help me for the future. I think it was definitely effective."

- Zach Brown, Team Lead, Herbalife

"I worked in manufacturing before. Working with the food part of it, I learned a lot of regulations that you can or can't do. The training that they give us here is very extensive and keeps us on track. They offer these classes, and we know we can use them down the road. The majority of the people want to take them to help them move up."

- Cynthia Thomas, Packaging Operator, Herbalife



**School:**  
Forsyth Technical Community College



**Number of Courses Taken:**  
3,368



**Certification Training:**  
National Career Readiness Certificate  
APICS  
American Society of Quality  
OSHA  
GMP



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### About the C<sup>3</sup>BC:

The Community College Consortium for Bioscience Credentials (c3bc) is a multistate consortium of 12 community colleges engaged in an educational and training initiative funded by the U.S. Department of Labor under grant TC-23761-12-60-A-37. Under the c3bc, 12 Community Colleges nationwide coordinate to support the following strategies to assist grant participants to obtain employment in high-wage, high-skill occupations, such as biotechnology, biomanufacturing, and medical devices:

1. Harmonize a set of core skills across the biosciences and embed stackable and latticed, industry-recognized credentials into training for biosciences jobs that will create career pathways for TAA-eligible and other displaced workers.
2. Improve and expand recruitment, testing and aptitude assessment for trade-impacted workers in tandem with the public workforce system. This will help fill industry demand for biosciences workers.
3. Expand and improve the delivery of education and career training programs at the Community College level. Accelerate completion time in certificate/credentialing programs through improved assessment of prior learning, focused support services, the removal of institutional barriers and development of technology.
4. Build community college capacity for biosciences education and training that meets local, state and national employer needs across subsectors of laboratory skills, biomanufacturing and medical devices.

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## Community College Consortium for Bioscience Credentials (C<sup>3</sup>BC):

