The UMass Amherst worker education program is the **PREMIER** program in the country…

Carol Kolenik, Director  
Bridge to Learning and Literacy Program,  
Harvard University

**STUNNING** in its impact on participants and I can say without qualification that it might be the very best workshop I have attended in my professional career. The content was extremely relevant, dynamically interactive, and generated epiphanies concerning class and caste.

Harmon Lisnow, Executive Director  
Career Development Institute, Indiana  
Leading national voice for worker education

The instructional quality of these courses has been **EXCEPTIONAL**. These courses have received our best-ever reviews. Even employees who are not normally enthusiastic are giving rave evaluations. I'm grateful that the program has taken care to outreach to those who need these courses the most (and who many times do not participate in training). These are not typical training courses, instead they meet our every need.

Linda Samano, Employment & Compensation Manager  
Human Resources, Mount Holyoke College

I believe that this course [Fireside Chats] made me a **BETTER LEADER** and a better human being.

Donna Johnson, President, USA/MTA

The UMass joint-based worker education program has been a **MODEL** for successful workplace education since its inception in 1987. Its worker-driven programming and participatory education methods have enhanced both job performance and job satisfaction for workers at the university and for workers throughout western Massachusetts.

Judy Hikes, former statewide Coordinator of the  
Workplace Education Initiative, a partnership between the  
Executive Office of Labor, Executive Office of Economic Affairs, Department of Education, and the  
Commonwealth Literacy Campaign

The Labor/Management Workplace Education Program is **FIRST CLASS** all the way. Over the years, my program staff has had the privilege of interacting with LMWEP staff and members, and it has been a true learning process. LMWEP’s groundbreaking work on issues of “class and caste” is to be commended.

Steve Bender, Executive Director  
Training and Upgrading Fund, Hartford, CT
For 20 years now, and with great success, LMWEP has explored and implemented highly innovative practices to engage and support the educational and personal growth of adult learners. These practices, ranging from ABE and creative writing to understanding the detrimental impact of classism to a worker-run weekly radio on issues of social justice, continue to INFORM AND INSPIRE the larger world of worker education. LMWEP allows me and countless others to hear worker voices, read worker writings, and to see worker art.

Marshall Goldberg,
former Executive Director of the Association of Joint Labor/Management Educational Programs, New York City

If the UMASS Workplace Education Program is involved, we know the instruction will be high quality, innovative, and effective. Our experience is that LMWEP knows how to connect with learners---knows how to make education in the workplace both enjoyable and meaningful. They are TOPS.

Patricia H. Crosby, Executive Director
Franklin Hampshire Regional Employment Board

We felt privileged to spend the day visiting UMass Amherst's Labor/Management Workplace Education Program. We were impressed with how the program has grown and developed in response to workers' needs, the RICHNESS of the courses offered and the high level of energy and enthusiasm for the program displayed by participants, union partners, management, and program staff.

Carol Kolenik, Director, and John Antonellis,
Lead Instructor, Bridge to Learning and Literacy Program,
Harvard University

One thing this country has is hope; in other countries there is little hope. LMWEP is OUR HOPE on the UMass campus.

Francis Martin, Jr., President
AFSCME Local 1776

Many staff from Housing and Residence Life have participated in classes through Labor/Management Workplace Education. They get rave reviews and are appreciated by employees. The idea for a worker radio program came from a Maintainer and for many years, worker's voices have been heard through these interviews. I'm privileged to be on the Advisory Board and grateful to be of assistance in support of this AMAZING program.

Julie Nelson, Personnel Coordinator
UMASS Housing and Residence Life
The radio show is another way for lower-paid workers to feel that they are part of the University COMMUNITY.

Representative Ellen Story
Amherst

I am pleased that this important program will focus on higher education as a major employer and economic engine in our region. The investment in building the skills of frontline workers in higher education will BENEFIT the employees, the institutions, and our western Massachusetts economy for years to come.

Representative Steve Kulik
Worthington

I can not thank everyone involved with the training grant enough. Personally I was able to move up to a supervisory position and open a whole new world of possibilities. My participation in the pre-supervisory course offered led me to believe I had the skills necessary to advance but also confirmed that it was a step I not only wanted to take but needed to take professionally. I absolutely love my new job and am considering going back to school and finishing my degree! Had it not been for the Baystate Works Program I never would have made the move.... I hope the funding continues so that others may be afforded the OPPORTUNITY to find their hidden potentials.

Arthur T. Usher, Building Services Supervisor
Smith College

The classes from UMass have been tremendous. We’ve had wonderful teachers who have helped our workers gain confidence in themselves and skills that benefit them at home and work. Many of our employees entered the English classes with minimal conversational abilities but now can comfortably converse with supervisors and co-workers. I highly recommend this program; it’s been a HUGE ASSET to our company.

Henry Payne, Human Resources Generalist
Hasbro Milton Bradley Company
East Longmeadow, MA

For so many Mount Holyoke College staff, BayStateWorks training programs have opened up a world of self-awareness, self-assuredness, and thoughts of considering and conquering new horizons. The trainings and trainers have received RAVE REVIEWS from our participants, and many have recommended these trainings to other staff members. Thank you BayStateWorks!

Rosemary Jackson, Employment Specialist,
Human Resources, Mount Holyoke College

Your PERFECT VISION of what we are trying to achieve was very evident as the different segments touched on all the aspects we wanted these potential supervisors to become familiar with. The feedback was tremendous from all participants. I sincerely thank LMWEP for their outstanding efforts in establishing this very important and much needed class.

Donald Sullivan, Manager
UMass Custodial Services

Our organization, the Massachusetts Worker Education Roundtable, is a network of worker education programs throughout the state. We are involved in brokering relationships and starting up learning
programs at unionized workplaces. In some areas of the state it is difficult for us to find good providers willing and able to go into workplaces and create innovative curricula that meets the specific needs of employers, unions and workers. This has never been a problem in Western Massachusetts because the UMass Amherst Labor/Management Worker Education Program has years of experience in doing needs analyses, facilitating labor-management oversight teams, and developing curriculum contextualized to the workplace as well as offering OUTSTANDING instruction at a variety of workplaces in several industries. As we move into a period where worker education and training is likely to expand, this rare skill set is more and more valuable and needed.

Connie Nelson, Ed.D. Director
Massachusetts Worker Education Roundtable

I've really seen a difference. Staff are now collaborating. They are now communicating. And they're enthusiastic. It's just been AMAZING.

Diane Benoit, Manager of Building Services, Smith College

We were extremely pleased with the special Excel course put on by LMWEP for our administrative staff. Participants appreciated the patient and thoughtful instruction and were enthusiastic throughout the 6-week course. Best of all was that in addition to learning Excel, our staff came away from the classes feeling energized and valued, with a greater sense of collegiality. The classes were such a SUCCESS we will be working with LMWEP again this fall to offer courses in advance Excel and web publishing.

Karen Schoenberger, Assistant Dean
College of Social and Behavioral Sciences
University of Massachusetts Amherst

The training grant classes provided numerous learning opportunities and exciting outcomes for the union staff at Smith College. While it was clearly evident that staff benefitted from the supervisory practicum and computer classes, the intangible benefits such as improved communication, networking outside of their own work areas and a desire to continue to expand their knowledge was REMARKABLE.

Kathleen Zieja, Director,
Dining Services, Smith College

The Association for World Education is THRILLED about the upcoming cooperation with the Labor/Management Workplace Education Program at UMass, Amherst. The impact of globalization, information technology, climate change and the energy/food crisis are felt all over the world. It is essential to connect local learners across the globe and we see our cooperation as an important step.

Jakob Erle, President
Association for World Education
Hvalso, Denmark

My visit to the LMWE programme at UMASS was INSPIRATIONAL. I was exhilarated by the commitment, passion and expertise exhibited by the staff and excited by their vision of workplace education. The experience of visiting LMWE has certainly influenced my work with the trade union movement in Northern Ireland and I look forward to hearing about new ideas and programmes in the future.

Clare Moore, Education and Training Officer, ICTU
LMWE is a valuable program for us. Many Plant employees have taken LMWE courses. Feedback from learners and their supervisors alike is **VERY POSITIVE**. With Plant representatives on the LMWE Advisory Committee for twenty years now, I appreciate that LMWE listens to us and responds to our needs (whether for courses in workplace English and pre-supervisory development for custodial staff or courses in communication, computer, and problem-solving skills).

**Patrick Daly**, Director  
Physical Plant  
University of Massachusetts Amherst

I originally came to the LMWEP advisory committee as an educator who had very little experience with workplace programs. I was fascinated and had to learn as much as I could about the very impressive work that was happening here. Since that time, my involvement with the LMWEP has been nothing less than inspiring. Mutually-respectful relationships between all members of the advisory board and program staff make our meetings a welcomed sanctuary where much work is accomplished in a very effective, efficient manner. I learn something new each time we convene and I am so very impressed with the fact that no matter the workload, no matter the resources, the focus always remains on the learners and their individual needs. I can honestly say that the time I devote to the LMWEP is some of the most important time I spend on the UMass Amherst campus; I am proud to be of service to such an innovative, successful, and necessary program.

**Dr. Sarah Poissant**, Associate Professor  
Communication Disorders

LMWEP does so much to help us. We really appreciate you. You especially help us around workplace English services. You help us build community. And you enhance our diversity efforts. I would like to see you offer some basic computer skills to our employees (I look forward to the day when we are an online operation) and maybe some writing courses for our workers.

**Ken Toong**, Director  
UMass Food Services

As people participate in LMWEP programs, I believe they also become more confident in their work skills. Certainly our employees have many different skills: there’s more to people sometimes. Some might not have had the opportunity to explore learning in a formal or worker education program for one reason or another. So, the opportunity to explore in LMWEP classes is a chance to grow. By giving staff a chance to take classes and workshops they’re able to sometimes better utilize the skills they might already possess. It makes for a workforce that is more confident in their communication skills. When I think of LMWEP I think of Housing employees getting through to that new confidence level.

**Ted Mone**, Associate Director  
Housing and Residential Life