



## Empowering Employees Through On-Site ESL Training

TRC Talent Solutions has supported this major industrial manufacturer in Suwanee, GA for nearly four years, helping fulfill a wide range of staffing needs. During that time, it became clear that a group of primarily Spanish-speaking employees, while high-performing, were facing challenges with conversational English in the workplace. These communication barriers, especially in job-related discussions, created gaps in collaboration and confidence.

The company's leadership saw this as an opportunity for growth but didn't have a clear plan for addressing it. That's where TRC stepped in.

### Our Solution

TRC launched a six-week Conversational English course, held on-site and after shifts to accommodate the team's schedule. Starting in June 2025, the class met once a week for an hour, focusing on real-world workplace communication. The course was led by two TRC team members who developed custom worksheets and lesson plans weekly based on employee feedback and performance.

The teaching style was hands-on and interactive, using role-play, games, and group discussions to engage learners. Homework assignments reinforced lessons between classes, and students had the chance to share areas where they'd like to improve, allowing the curriculum to evolve in real time.

### Making It Happen

This program required thoughtful planning and close collaboration with the client's HR team. TRC developed all materials from scratch and coordinated scheduling to ensure it fit within operational needs. The employees who signed up committed to regular attendance by signing a contract that emphasized accountability.

This was a completely volunteer-driven initiative from TRC Talent Solutions. We provided the instruction and materials at no cost, as part of our broader commitment to supporting talent development and adding long-term value to our client relationships.





## The Results

The response was overwhelmingly positive. All eight participants remain actively engaged in the program. Several employees expressed increased confidence in speaking with supervisors, understanding instructions, and participating in team conversations. TRC has noticed a tangible shift in morale—employees feel more valued, empowered, and supported.

The client expressed deep appreciation, stating that this initiative solidifies TRC as a true partner who brings creative, people-centric solutions to the table. The program also sparked broader interest as other team members have asked to join future sessions, creating momentum and the possibility for expansion.

Even after missing one session due to a holiday, attendance and energy quickly bounced back, reflecting the commitment of the group. What started as a pilot may now become a recurring part of how TRC helps clients invest in their workforce.

## What We Learned

This initiative reinforced the power of people-first staffing.

We learned that even small, low-cost programs can have a high impact—when they're rooted in empathy, relevance, and collaboration. When employees feel seen and supported, they engage more deeply in their work. And when clients see you stepping up to meet challenges they didn't know how to solve, trust deepens and relationships strengthen.

We also saw firsthand how important it is to stay agile. By adjusting curriculum based on learner feedback, we ensured the experience stayed personalized and impactful. That adaptability helped boost learning outcomes and create a truly supportive environment.

Most importantly, this program reminded us that staffing isn't just about filling roles—it's about developing people, building bridges, and helping both employers and employees thrive together.



Could your company benefit from a program like this?

Let's talk about how TRC Talent Solutions can help you go beyond staffing to build a stronger, more connected team—one person at a time.