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3-minute interview: Erin Carlin, campus president, YTI Career Institute, Capital Region, Upper Allen Twp.

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By [Daniel Urie](#) | [PennLive.com](#)
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Erin Carlin

Q: Tell us about YTI's Capital Region Campus.

A: YTI Career Institute is a private postsecondary institution of higher education serving south-central Pennsylvania and northern

Maryland. The Institute offers Associate in Specialized Business and Associate in Specialized Technology degrees as well as programs leading to professional certifications and diplomas.

Our team is committed to preparing our students to enter their new profession career ready.

We place an enormous emphasis on real-world readiness. Because of our real-world and hands-on training, we believe that YTI Career Institute's Capital Region Campus is the best-

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kept secret in the Mechanicsburg area.

Our staff is trained and our campuses are designed to help students discover what they are passionate about. At some point, each of our current graduates felt as though they no longer had the answers regarding what they wanted to do with their lives or that they needed a different answer.

When our prospective students call us, we work to present one goal: Help our students help themselves.

We want to help them make good choices about their careers, show them what options they have if their current situation appears to be a dead end, make things better for themselves and their family or guide them toward a fulfilling career. Our staff works together to explore every aspect of the prospective students' circumstances, encouraging them to re-evaluate their experiences, capabilities and potential.

Q: What is something unique about YTI?

A: One of the reasons we are successful here at YTI Career Institute Capital Region is we have a staff that fully understands that in order to help future graduates find the career they are seeking, we must embrace the responsibility we have taken on when agreeing to work for our organization.

That responsibility is made clear in our mission to help committed students attain rewarding careers through industry-modeled, student centered training and support of the highest caliber.

In short, what makes YTI unique is the combination of our mission and the fact that we are truly a mission driven organization.

Q: Describe the culture at YTI.

A: At YTI, we have a culture of caring among both staff and students. At all levels of the organizational chart, our campus is blessed with leaders, mentors, encouragers, advocates, confidants and coaches. Furthermore, we treat every person equally, regardless of title or name, with the utmost respect,

kindness, diplomacy and personal value.

Q: What advice would you give someone who aspires to be a manager or leader?

A: Make the time to celebrate the success of others, and rejoice in your colleagues' accomplishments.

Forgive and even encourage mistakes, as long as lessons are being learned. Promote being challenged as the minimum expectation, while readily accepting your own culpability. Do not create excuses for your own or your team's actions or shortcomings. Maintain an unwavering commitment to your workplace's excellence, and consistently demonstrate exceptional customer service while never forsaking one for the other.

Q: What is the most fun part of your job?

A: I believe everyone in this business would say that seeing our graduates land that first job is why we are here, and oh, by the way, it is pretty fun, too. Still, I also believe that Howard Schultz, CEO of Starbucks Coffee, offers some additional insight albeit indirectly for us into how cool this work can be. Schultz has said, "[Starbucks'] mission statement about treating people with respect and dignity is not just words but a creed we live by every day.

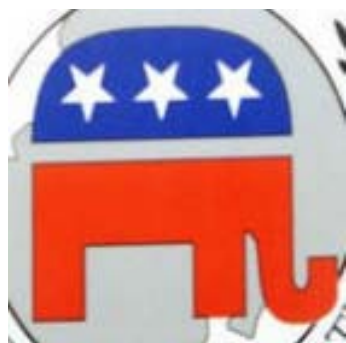
You can't expect your employees to exceed the expectations of your customers if you don't exceed the employee's expectations of management." As a leader, I find that the truest measure of my ability to exceed my employees' expectations of management is also my favorite part of the job, and that measure is watching my staff come together as a team. It is one thing to say that YTI Career Institute, Capital Region, is a place we all love coming to every day. However, it means more to me to say that, today, we are the best team we have ever been.

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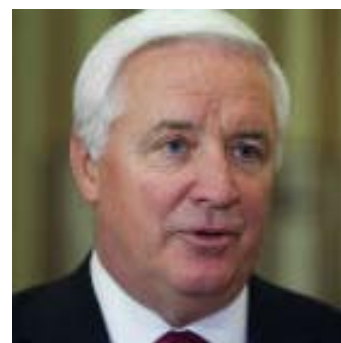
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