STAFF TRAINING CATALOG

2017-2018



NATIONAL WORKFORCE INSTITUTE

Workforce Solutions

DID YOU KNOW?

Organizations with strong learning cultures are 46% more likely to be strong innovators in their markets, 33% more likely to report higher customer satisfaction than their competitors, and 58% more likely to be successful at developing the skills needed to meet future customer demands.

Copyright © 2011. Workforce Solutions Version 6.0, 5/17/17

Workforce Solutions is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Texas Relay Number: 1-800-735-2989 (TDD) 1-800-735-2988 (voice)



Learning Designs, Inc. has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, the (organization name) has demonstrated that it complies with the ANSI/IACET Standard which is recognized internationally as a standard of good practice. As a result of the Authorized Provider status, (organization name) is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET Standard.

TABLE OF CONTENTS

•	Workforce Solutions Staff	
Courses that Address Functional Competencies		
	Basics Of Financial Aid	
	Best Practices for Facilitators (practicum)	
	Best Practices for Working with Employers (practicum) 8	
	Coaching for Better Results (blended)9	
	Conducting Customer Interviews (blended) 10	
	Conducting Orientations (practicum)	
•	Connecting the Dots: Homelessness and Employment (eLearning)	
	Counselor Notes (practicum)	
	Dealing with Criminal Backgrounds (practicum) 14	
	Delivering Effective Workshops	
	Effective Recruiting for Recruiters	
	Generating Creative Solutions for Employers 17	
	Greeting and Routing Customers	
	Improving Human Performance: Supervisory Series 19	
	Job Matching for Quality Referrals (practicum) 20	
	Labor Market Intelligence: How People REALLY Get Jobs (blended)	
	Managing Customer Services	

	Managing Self-Help Resources23
	Maybo Workplace Safety Training
	Motivational Interviewing Basics (blended) 25
	Networking: Finding Job Opportunities Through People . 26
	Presentation Skills
	Ready, Set, Go! Creating a Job Posting 28
	Ready, Set, Go! TWIST Basics
	Ready, Set, Go! WIT Basics
•	Recognizing and Addressing Employment Challenges (eLearning)
	Sexual Harassment
•	Testing and Assessment: Using Data to Develop Employment Plans (blended)33
	TWIST Expanded
	Understanding Family/Domestic Violence
	Using DocuWare, Using FACS, & Using FAMS36
	VRS Diversity Training
	Workforce Solutions Financial Aid (blended) 38
	Workforce Solutions Job Search Seminar for Staff $\dots \dots 39$
	The Workforce Solutions Professional Academy 40
	Workforce Solutions Resources (practicum) 41
	Working a Job Posting (practicum)
	Working Together: Tracking and Managing Services 43
	Working with Job Ready Customers (blended) 44

Courses that Address Universal Competencies		
	Adapting to Change	
	Basics of Business Writing	
	Conflict Resolution Techniques	
	Customer Service in the Public Sector 48	
	Effective Problem Solving	
	Interpersonal Communication Skills 50	
	New Employee Orientation	
	Personal Accountability	
	Rational Decision Making53	
	Time and Stress Management	
	Working as a Team55	
	Working with Diversity: A Competitive Advantage $\dots\dots 56$	
	Workplace Violence	
Ot	her Training Resources58	

Recommended Professional Development Training for Workforce Solutions Staff

Class enrollments and eLearning courses are available in the Learning Management System (LMS).

You can access the LMS by going to Staff Resources (go to Performance Improvement) from the wrksolutions.com website, or you can go to https://lms.latitudelearning.com. All employees should take the following eLearning courses within the first 90 days of employment:

- The New Employee Orientation Gulf Coast Workforce System
- WIT Basics
- TWIST Basics
- Labor Market Intelligence
- Conducting Customer Interviews

Training plans specific to the staff's role can be accessed from Staff Resources (go to Performance Improvement). Training plans will also be provided at the end of the five-day Workforce Solutions Professional Academy. All staff must enroll for this introductory course.

Coaching and Technical Assistance

In addition to training delivery, National Workforce Institute provides coaching and technical assistance to those in need of subject review. Subject matter experts will consult with staff who have unanswered questions and will cover topics that are not usually provided or discussed in the training courses.

LEGEND



Classroom Instructor-Led Course



eLearning Course



Blended Learning Course

Blended courses include more than one type of learning method to complete; typically an eLearning followed by an instructor-led classroom session or webinar.



Online Brush Up

Online information in less than 10 minutes!



Practicum

Hands on application, guided practice, and information-sharing sessions.



Training Resource

Self-directed, at-your-fingertips job aids, self-study guides, reference materials, and links.

Courses that Address Functional Competencies

BASICS OF FINANCIAL AID

This one-day course provides career office staff an overview of the qualifications that customers must meet to receive Workforce Solutions Substantial Financial Aid. Participants will review the process for:

- WIOA Adult
- Dislocated Worker
- In-school and Out-of-school Youth
- Child Care Development

At the end of this course, career office staff will be able to help customers collect documentation to support their financial aid application.



BEST PRACTICES FOR FACILITATORS

This half-day practicum provides a facilitated platform for workshop and seminar facilitators to share ideas for ensuring workshops are interactive, organized, relevant, and professional. Ideas for new or updated workshops are welcome and creativity is required!

Related Self-Directed Resources: Facilitator Tips (Job Aid)



BEST PRACTICES FOR WORKING WITH EMPLOYERS

This half-day information-sharing practicum allows staff across the system to come together and share ideas for best serving our employer customers. Improving communication between various parts of the system will also be discussed.



COACHING FOR BETTER RESULTS

This one-day workshop is designed to improve your coaching skills. You will learn a three-step process that can be used to increase employee performance, motivation, and job satisfaction. This interactive workshop includes group discussions, "real-plays," and a final performance activity that allows participants to apply new knowledge to an actual performance problem in their own department.

At the completion of this course, you will be able to:

- Describe the three major elements of the coaching process
- Demonstrate effective coaching skills
- Provide feedback to acknowledge progress and improvement
- Develop a coaching plan for improving an actual performance problem



CONDUCTING CUSTOMER INTERVIEWS

The purpose of this blended workshop is to improve participants' ability to conduct effective customer interviews. The first part of this course is eLearning on the fundamentals of interviewing Workforce Solutions customers. In the instructor-led part, through a series of discussions and practice activities, participants will learn various techniques for gathering information about customer wants and needs.

At the completion of the eLearning and half-day classroom portions, participants will be able to:

- Thoroughly prepare for a customer interview.
- Describe the three phases of an interview.
- Conduct first-time interviews with customers to gather basic information.
- Conduct interviews to determine the job readiness of a customer.
- Conduct interviews to identify additional resources/services a customer may require.

Blended components: eLearning and half-day follow-up practicum.

This course is a prerequisite for Working with Job Ready Customers, Motivational Interviewing, and Testing and Assessment.

Related Self-Directed Resources:

- Providing Career Planning Resources (Job Aid)
- Assessing Customer Job Search Tools (Job Aid)
- Evaluating Job Readiness (Online Brush-up)
- Helping Customers Stay Employed (Online Brush-up)
- Using the Job Search Map (Job Aid)
- Top 10 Tips for Staying Employed (Job Aid)



CONDUCTING ORIENTATIONS

This half-day practicum provides staff with an opportunity to practice conducting orientations and receive valuable feedback. Staff will learn how to effectively communicate the information in the Workforce Solutions Orientation PowerPoint and instruct customers on job search requirements and completing the job search log.

Related Self-Directed Resources:

Go to www.wrksolutions.com/staffresources

Look for:

- WS Orientation PowerPoint
- TANF Orientation and Assessment Checklist
- SNAP E&T Orientation and Assessment Checklist
- Job Search Log and Instructions
- WS FACTS on TANF Family Employment Plan Insert
- WS FACTS on SNAP Family Employment Plan Insert
- Using the Job Search Map (Job Aid)
- Assessing Customer's Job Search Tools (Job Aid)

Go to NWI Learning Management System and look for:

- Evaluating Job Readiness (Online Brush-up)
- Helping Customers Stay Employed (Online Brush-up)



CONNECTING THE DOTS: HOMELESSNESS AND EMPLOYMENT

The purpose of this eLearning is to provide an overview of what causes homelessness, the challenges of finding a job while experiencing homelessness, and how Workforce Solutions can help.

Once you complete the course, you will be able to:

- Understand the relationship between homelessness and employment
- Set aside pre-conceived notions about the homeless
- Focus using Workforce Solutions services and resources to help people find employment



COUNSELOR NOTES

This half-day practicum allows staff to practice writing counselor notes and receive valuable feedback from the instructor. The Workforce Solutions Counselor Notes Guidelines and TWIST Subject Lines desk aid are carefully reviewed. You will complete a minimum of three learning activities during this course.

Related Self-Directed Training Resources:

Go to www.wrksolutions.com/staff resources

Look for:

- TWIST Counselor Notes Guidelines
- TWIST Counselor Notes Subject Lines



DEALING WITH CRIMINAL BACKGROUNDS

This half-day practicum teaches staff how to help customers with criminal backgrounds identify their strengths and prepare for job search. Staff learn how to build customer's confidence, assist them in answering employer questions in the best light possible, and focus on customer skills and abilities to find suitable job postings.

Related Self-Directed Training Resources:

- Assessing Customer's Job Search Tools (Job Aid)
- Conducting Job Developments (Online Brush-up)
- Evaluating Job Readiness (Online brush-up)
- Helping People Stay Employed*(Online Brush-up)
- Quality WIT Application/Resume Checklist (Job Aid)
- Providing Career Planning Resources (Job Aid)
- Top 10 Tips for Staying Employed (Customer handout)*

*Staying employed has a significant impact on reducing recidivism rates.



DELIVERING EFFECTIVE WORKSHOPS

The purpose of this two-day workshop is to provide participants with an understanding of adult learning principles and an introduction to various instructional techniques. Through a series of demonstrations and practice activities, participants will learn to deliver instruction that better meets the needs of both learners and the organization.

At the completion of this workshop, participants will be able to:

- Describe the basic principles of adult learning.
- Prepare learners for a learning experience.
- Modify instruction to meet the needs of different learning styles.
- Demonstrate the ability to process a learning experience.
- Demonstrate the ability to manage problem behaviors.

Related Self-directed Training Resource: Facilitator Tips

Note: The second day of this workshop provides participants with the opportunity to teach certain WS workshops. Check the schedule to see which workshop is being used to practice: WS Job Search Seminar, When I Grow Up, or Rebranding Your Skills.



EFFECTIVE RECRUITING FOR RECRUITERS

The purpose of this two-day workshop is to provide participants the knowledge and skills required to locate, match, screen, and refer job candidates to employer customers. Participants learn how to use WorkInTexas.com, as well as external sources, to find qualified job seekers. They will also learn the skills necessary to nurture external and internal customer relationships.

At the end of this workshop, participants will be able to:

- Describe the process for filling job postings at Workforce Solutions
- Demonstrate methods for building and maintaining relationships with internal and external customers.
- Create and edit job postings in WorkInTexas.com.
- Use a variety of resources (internal and external) and techniques to fill job postings.

Prerequisite: Working with Job Ready Customers

Related Self-directed Training Resources:

- Assigning and Reviewing Job Postings (Online Brush-up)
- When to Recruit (Job Aid)
- Search for Qualified Job Candidates (Infographic)
- Quality WIT Application/Resume Checklist (Job Aid)
- Filling a Job Posting (Job Aid)
- Occupation Ad Hoc Report (Job Aid)
- Job Posting Notes (Online Brush-up)



GENERATING CREATIVE SOLUTIONS FOR EMPLOYERS

This one-day course explains the rationale, mindset, and approaches necessary for managing each employer customer contact to its full potential. The knowledge gained in this course can help participants:

- Build stronger, more profitable relationships with their customers.
- Improve their job performance metrics.
- Give them greater confidence and satisfaction in their job role.

After completing this course, participants will be able to:

- Explain what is expected of staff who work with employees.
- Describe the three elements of persuasion and the role they play.
- Demonstrate recommended customer service techniques.
- Describe the importance of effectively listening during customer interactions.
- Demonstrate effective consulting methods.



GREETING AND ROUTING CUSTOMERS

The purpose of this one-day practicum is to give participants an opportunity for hands-on practice greeting and routing customers in a career office. Through various exercises and scenarios, participants will learn to greet and route customers by:

- Knowing the importance of active listening
- Being able to route customers to the correct staff and resources
- Following up to ensure customers are satisfied with the services they received



IMPROVING HUMAN PERFORMANCE: WORKFORCE SOLUTIONS SUPERVISORY SERIES

A seven-part curriculum customized for Workforce Solutions managers and supervisors. Participants meet every Thursday for seven weeks. Topics include:

- Personal Style
- Interpersonal Communication Skills
- Managing Across Generations
- Team Skills
- Problem Solving
- Coaching
- On-the-Job Training
- Sexual Harassment
- Working with Diversity
- Time and Stress Management
- Leadership
- Performance Appraisals



JOB MATCHING FOR QUALITY REFERRALS

This half-day practicum teaches staff how to make quality referrals. The Quality WIT Application/Resume desk aid is carefully reviewed and discussed because you can't make a quality referral with a poor application. Participants will be comparing applications and job postings to determine whether they are a quality match.



LABOR MARKET INTELLIGENCE: HOW PEOPLE REALLY GET JOBS (BLENDED)

The purpose of this blended learning course is to improve participants' Labor Market Intelligence (LMI) – their ability to gather "insider" information about available jobs, especially jobs in the secondary labor market. The more participants expand their access to job opportunities, the more they will be able to make quality job placements.

At the completion of the eLearning and webinar portions, participants will be able to:

- Explain how supply and demand affects the labor market.
- Navigate various databases to find details about occupations.
- Ask questions to uncover "hidden" customer strengths and interests.
- Help customers identify occupations related to their career goals.
- Access the hidden job market to increase job placements.

Blended components: eLearning; then synchronous webinar.

This course is a prerequisite for Working with Job Ready Customers.



MANAGING CUSTOMER SERVICES

The purpose of this workshop is to introduce the critical elements and best practices of managing the multiple priorities of a Personal Service Representative. The course focuses on techniques for interviewing, documentation, customer needs assessment services plan, services delivery and services after employment.

At the end of this training, participants will be able to:

- Explain resistance to change
- Identify questions to use for a comprehensive assessment
- List the seven-step process for managing customer services
- Identify the funding streams available to provide Workforce Solutions services



MANAGING SELF-HELP RESOURCES

The purpose of this workshop is to teach participants how to create and manage a customer-friendly resource system in the career office. Participants learn about the various resources available to assist customers and how to stock and maintain equipment and supplies. This workshop also prepares participants to assist customers with their resumes and WorkInTexas.com applications.

At the completion of this workshop participants will be able to:

- Conduct first-time interviews with customers to gather basic information.
- Guide customers through the process of developing a basic resume
- Use a variety of job search engines.
- Stock a resource room with appropriate equipment, supplies and materials.
- Perform basic troubleshooting and maintenance on personal computers.



MAYBO WORKPLACE SAFETY TRAINING

The purpose of this one-day workshop is to teach participants how to de-escalate potentially volatile customer interaction and help create a safer working environment. At the end of this training, participants will be able to:

- Understand human behavior
- Recognize and reduce risk
- Develop defusing, calming and resolving skills



MOTIVATIONAL INTERVIEWING BASICS (BLENDED)

The purpose of this blended course is to introduce Motivational Interviewing as a communication strategy for working with customers. Participants learn concepts and techniques to encourage customers to make positive changes that result in employment and self-sufficiency.

At the completion of the eLearning and one-day classroom portions, participants will be able to:

- Describe the basic principles of Motivational Interviewing
- Explain the benefits of OARS communication skills
- Recognize and elicit change talk
- List strategies for dealing with customer resistance

Blended components: eLearning; then classroom

Prerequisite: Conducting Customer Interviews

Requires 60-90 minutes to complete eLearning.



NETWORKING: FINDING JOB OPPORTUNITIES THROUGH PEOPLE

The purpose of this half-day course is to help staff develop and improve their networking skills. Good networking skills are the key to establishing and maintaining relationships with employers.

At the completion of this workshop, participants will be able to:

- Identify their current level of networking skills.
- Use at least three different networking techniques to make connections with employers.
- Establish a professional image with employers.
- Increase and maintain their employer network.



PRESENTATION SKILLS

The purpose of this workshop is to provide staff with skills to develop and deliver effective presentations. Strong presentation skills can enable individuals to deliver a message in a variety of environments, reinforce their message with visual aids, and obtain a higher level of audience comprehension.

At the end of this workshop, participants will be able to:

- Analyze an audience.
- Analyze a presentation environment.
- Organize the elements of a presentation.
- Create and use appropriate visual aids.
- Deliver an effective presentation.



READY, SET, GO! CREATING A JOB POSTING

This hands-on eLearning course is for staff who enter job postings in WorkInTexas.com and for staff who work job postings by locating and referring qualified job candidates to employers. With the help of your supervisor, you will learn how to:

- Enter a Job Posting
- Browse for Job Seekers

Requires 30-60 minutes to complete.



READY, SET, GO! TWIST BASICS

This hands-on eLearning course introduces participants to The Workforce Information System of Texas (TWIST), where customer records are stored. With help from their supervisor, staff will learn about:

- Logging In
- Navigating
- Creating a Program Detail
- Adding Services
- Adding Counselor Notes

Requires 30-60 minutes to complete.



READY, SET, GO! WIT BASICS

This hands-on eLearning course introduces you to WorkInTexas. com (WIT), our state's automated job matching system for employer, job seekers, and staff. It houses work applications/ resumes for job seekers and job postings from employers. You can use it to run matches, make job referrals, and add services. With help from your supervisor, you will learn about:

- Logging In
- Navigating
- Completing a Work Application
- Browsing for Jobs
- Adding Services

Requires 30-60 minutes to complete.



RECOGNIZING AND ADDRESSING EMPLOYMENT CHALLENGES

The purpose of this eLearning is to increase your understanding of personal and family situations that may present challenges to customers looking for employment. You will learn about behaviors that indicate that a customer is struggling, and you will learn how to help customers overcome challenges.

Once you complete the training, you will be able to:

- Describe at least five significant challenges to employment
- Explain how to address a variety of challenges



SEXUAL HARASSMENT

The purpose of this eLearning course is to increase your awareness of sexual harassment issues, explain how the law applies to various situations, and provide you with techniques for discouraging inappropriate behaviors.



TESTING AND ASSESSMENT: USING DATA TO DEVELOP EMPLOYMENT PLANS (BLENDED)

The purpose of this blended workshop is to provide staff with the knowledge and skills to properly administer and interpret customer assessments. They will gain hands-on experience with a number of career-related assessment tools and see how to apply test results to customer employment plans.

At the completion of the eLearning and one-day classroom portion, participants will be able to:

- Evaluate the validity and reliability of a test instrument.
- Identify examples of different types of test instruments.
- Administer test instruments properly.
- Interpret test results to provide meaningful guidance to customers.
- Use assessment results to develop a comprehensive employment plan.

Blended components: eLearning; then one-day classroom.

Prerequisites: Conducting Customer Interviews and Ready, Set, Go! TWIST Basics.

Requires 60-90 minutes to complete eLearning.



TWIST EXPANDED

This online training shows staff how to navigate in TWIST to create Program Details, add Services, and enter counselor notes.



UNDERSTANDING FAMILY/ DOMESTIC VIOLENCE

The purpose of this eLearning course is to increase participants' ability to identify indicators of family/domestic violence and refer victims to appropriate local agencies for assistance. Participants will learn about different types of family/domestic violence, the impact of family/domestic violence on their customers, and the steps for addressing family/domestic violence effectively.

At the end of this course, participants will be able to:

- Define family/domestic violence.
- Describe three types of family/domestic violence.
- Recognize indicators of family/domestic violence.
- Describe the impact of family/domestic violence on customers.
- Use effective communication skills to discuss family/ domestic violence with customers.
- Refer victims of family/domestic violence to organizations that can provide appropriate services.

Requires 1-2 hours to complete online.

This course is required for all staff who work with customers and are in a position to grant Good Cause or request sanctions/penalties, including Trackers.



USING DOCUWARE, USING FACS, & USING FAMS

These eLearning courses provide an overview of the document management system (DocuWare), the Financial Aid Communication System (FACS), and Financial Aid Management System (FAMS). After the completion of these courses, staff will be able to:

- Electronically transmit, share, store, and move financial aid documents through the eligibility determination and redetermination process in DocuWare
- Communicate and track information, along with inquiries regarding financial aid applications and customer documents in FACS
- Record and track customer training and substantial financial aid in FAMS

Each course takes up to 60-90 minutes to complete.



VRS DIVERSITY TRAINING

Conducted by Vocational Rehabilitation Services (VRS) trainers. This three-hour workshop gives participants the opportunity to expand their awareness of blindness, deafness, and hard-of-hearing disabilities.



WORKFORCE SOLUTIONS FINANCIAL AID (BLENDED)

This blended three-day course is designed to introduce the process for providing financial aid for education, training, and support services. The training includes information about accessing financial aid from a variety of funding sources and tracking customer progress in various components of the Workforce Solutions MIS. Participants will also learn how to establish eligibility for financial aid for scholarships and child care.

At the completion of the eLearning and classroom portions, participants will be able to:

- List eligibility requirements for receiving financial aid for education, training, and support services.
- Calculate a customer's income for eligibility for WIOA and child care funds.
- Distinguish between families eligible for immediate child care and families to be placed on the wait list.
- Outline the process for starting, stopping, changing, and continuing child care.
- Document customer information in TWIST, FAMS, and CCSD.

Prerequisites: Using DocuWare, Using FACS, and Using FAMS



Each eLearning takes up to 60-90 minutes to complete.

WORKFORCE SOLUTIONS JOB SEARCH SEMINAR STAFF

The purpose of this one-day workshop is to introduce staff to the information covered in the Workforce Solutions Job Search Seminar. Experienced seminar facilitators share their job search knowledge and techniques from the perspective of real job seekers. You will learn how to help job seekers get started on their job hunt; how to review and critique customer resumes and job applications; how to motivate and encourage your customers to follow a job search plan and network.

Related Self-directed Training Resources:

- Assessing Customer's Job Search Tools (Job Aid)
- Evaluating Job Readiness (Online Brush-up)
- Helping Customers Stay Employed (Online Brush-up)
- Providing Career Planning Resources (Job Aid)
- Conducting Job Developments (Online Brush-up)



WORKFORCE SOLUTIONS PROFESSIONAL ACADEMY

The purpose of this five-day course is to introduce new employees to the Workforce Solutions System. Participants will learn how to apply the I AM Workforce Solutions principles when serving customers. Specific topics include working with diversity, excellent customer service, Workforce Solutions services/resources, employer services, labor market intelligence, greeting/routing customers, and interviewing. On the final day of the Academy, participants will receive customized training plans based on their specific job function. All new Workforce Solutions employees must attend the Academy.

Prior to the Academy, participants must complete the following prerequisite e-learning courses:

- New Employee Orientation
- Labor Market Intelligence
- Conducting Customer Interviews



WORKFORCE SOLUTIONS RESOURCES

This half-day practicum teaches staff what resources Workforce Solutions can offer in three categories: employment, training, and career exploration. Participants will have time to explore www.wrksolutions.com to learn more about career exploration tools, training opportunities, and employment sources for their customers.



WORKING A JOB POSTING

This half-day practicum introduces a six-step method for quickly finding, contacting, and referring qualified job candidates to new job postings. It includes a discussion of the policies for running veteran matches, setting certain postings aside, and managing job postings. The When to Recruit desk aid is also reviewed in this workshop.

Related Self-directed Training Resources:

- Filling a Job Posting (Job Aid)
- Search for Qualified Candidates (Infographic)



WORKING TOGETHER: TRACKING AND MANAGING SERVICES

The purpose of this workshop is for the Personal Service Representative or Tracker to learn to work through the rules, requirements and challenges of working with customers receiving TANF and SNAP. Participants will gain a better understanding of the eligibility requirements for substantial financial aid.

At the end of this course, the participant will be able to:

- List eligibility requirements for Workforce Solutions financial aid
- Determine the family size for a customer requesting financial aid
- Calculate income and make an eligibility determination for a customer requesting financial aid



WORKING WITH JOB READY CUSTOMERS (BLENDED)

The purpose of this blended learning workshop is to increase participants' understanding of what job ready customers need to assist them in their job search. Participants will learn what employers expect when they ask for job candidates and how to use a variety of tools to help prepare job seekers to look for work.

At the completion of the eLearning and two-day classroom portion, participants will be able to:

- Assess job search and employment readiness of customers.
- Address and develop solutions to job search impediments.
- Use job posting criteria and qualifications to ensure quality referrals.
- Use WorkInTexas.com to enter work applications and browse job postings for customer referrals.
- Record customer information in TWIST.
- Conduct orientations.

Blended components: eLearning; then classroom.

Prerequisites: Conducting Customer Interviews, Labor Market Intelligence (blended), Ready, Set, Go! TWIST Basics, and Ready, Set, Go! WIT Basics.Requires 60-90 minutes to complete eLearning.

Related Self-directed Training Resources:

- Assessing Customer's Job Search Tools (Job Aid)
- Evaluating Job Readiness (Online Brush-up)
- Helping People Stay Employed (Online Brush-up)
- Providing Career Planning Resources (Job Aid)
- Conducting Job Developments (Online Brush-up)
- Using the Job Search Map (Job Aid)



Courses that Address Universal Competencies

ADAPTING TO CHANGE

The purpose of this half-day workshop is to increase your understanding of the ways in which change impacts people in an organization. You will see how your reaction to change depends on the beliefs you hold and how you can adapt your behavior to manage change more effectively.

- Identify personal behaviors that indicate resistance to change.
- Identify old beliefs that make it difficult to adapt to change.
- Apply techniques for adapting to change more effectively.



BASICS OF BUSINESS WRITING

This two-day workshop is designed to increase your ability to communicate in writing. Through a series of discussions and activities, you will learn to plan, write, and edit work documents to improve communication and productivity.

- Identify common writing errors.
- Use a five-step process to create business documents.
- Write documents that reflect the appropriate tone and style
- Edit writing for grammar, punctuation, and spelling.



CONFLICT RESOLUTION TECHNIQUES

This one-day workshop is designed to provide you with the knowledge and skills required to resolve interpersonal conflict effectively, using a variety of interest-based techniques. You will also learn how to adapt these techniques to meet the needs of different situations and personality styles.

- Identify your preferred conflict resolution style.
- Adapt your style to meet the needs of various situations.
- Adapt your style to meet the needs of different personalities.
- Apply constructive confrontation to resolve conflict effectively.



CUSTOMER SERVICE IN THE PUBLIC SECTOR

The purpose of this half-day workshop is to provide you with skills for improving your customer relationships, whether your interactions are face-to-face or over the telephone. Through interactive discussions and activities, you will learn techniques that can be applied every day. You'll also be able to manage "special" problems in a way that satisfies the customer and ensures an ongoing relationship with your organization.

- Identify the "customers" of your department.
- Respond to customers in a professional manner.
- Use problem solving to satisfy customer needs.
- Use active listening to diffuse anger and manage upset customers.
- I Turn customer complaints into relationship opportunities.



EFFECTIVE PROBLEM SOLVING

This one-day workshop focuses on the three most important elements of effective problem solving: clarifying the problem, identifying the root cause of the problem, and verifying the problem solution. You are provided with models, tools, and techniques that enable you to address problem situations from a systems perspective. A variety of practice activities allow you to apply techniques for implementing each step of the problem solving process.

- Apply a given model to clarify a problem, identify the root cause of a problem, and verify the problem solution.
- Use problem-solving tools such as fishbone diagrams, histograms, and Pareto charts.
- Document and share lessons learned.



INTERPERSONAL COMMUNICATION SKILLS

This two-day workshop is designed to provide you with the knowledge and skills required to communicate effectively. The course provides an overview of the communication process, including speaking, listening, and nonverbal communication. It also includes strategies for managing challenging communication situations such as conflict, criticism, and feedback. The workshop is highly interactive and requires participants to practice each skill in activities and role play situations.

- Identify your personal (preferred) communication style.
- Adapt your communication style to meet the needs of a listener.
- Demonstrate good listening skills.
- Deliver verbal messages positively and directly.
- Use effective interpersonal skills to enhance work relationships.



NEW EMPLOYEE ORIENTATION

The purpose of this eLearning is to provide participants with a basic overview of the Workforce Solutions system in the Gulf Coast board area.

At the completion of this workshop, participants will be able to:

- Explain the structure of the Workforce Solutions system.
- State the vision, mission, and core values of Workforce Solutions.
- Identify the services provided by Workforce Solutions.

Requires 30-60 minutes to complete online.



PERSONAL ACCOUNTABILITY

The purpose of this half-day workshop is to increase your understanding of personal accountability and its impact on your organization. You will learn how to clarify and prioritize work responsibilities, eliminate time wasters in your environment, and stop the "blame game" in your work area/department.

- Define personal accountability.
- Clarify and prioritize your work responsibilities.
- Identify and eliminate time wasters.
- Ask questions that focus on personal accountability.
- Take responsibility for your own actions.



RATIONAL DECISION MAKING

The purpose of this one-day workshop is to provide you with a rational decision making model that can be applied to various work situations. You also will learn how mental "traps" and Temperament type affect your ability to make good decisions.

At the completion of the course, you will be able to:

- Define the six steps of a rational decision making model
- Apply the six-step model to a current work situation
- Identify mental "traps" that cause faulty thinking
- Adapt the decision making model to your personal style



TIME AND STRESS MANAGEMENT

The purpose of this half-day workshop is to provide you with a variety of techniques that can be used to effectively manage the daily effects of stress. During the workshop, you will have an opportunity to assess the sources and effects of stress in your own life and to practice both thought-focused and body-focused strategies for reducing your personal stress level. You also will learn techniques to gain better control of your time to be more effective at work.

At the completion of this module, you will be able to:

- Identify major sources of personal stress.
- Describe the potential effects of dysfunctional stress.
- Use thought and body-focused techniques to reduce personal stress.
- Identify and eliminate personal time wasters.
- Prioritize tasks to better achieve your goals.
- Identify and respond to the warning signs of dysfunctional stress.
- Develop an action plan to incorporate time and stress management as a part of daily life.



WORKING AS A TEAM

The purpose of this two-day workshop is to improve your ability to work more effectively in teams. You will learn about the natural stages of team development and the team roles that must be fulfilled to achieve high performance. You also will see how simple management tools can be used to monitor and evaluate team performance.

- Identify your strengths and weaknesses as a team member.
- Apply principles of group dynamics to build an effective team.
- Assign task and relationship roles based on team strengths.
- Set and monitor team goals.
- Resolve team conflicts effectively.



WORKING WITH DIVERSITY: A COMPETITIVE ADVANTAGE

This half-day workshop is designed to increase your understanding of our increasingly diverse population and how it affects the workplace. The workshop includes information about the characteristics which make us different, as well as the effects of those differences on our language, business practices, and society in general. Through a series of skill building activities, you will learn to work with individuals who perceive the world in different ways. You also will see how effective communication can increase your ability to use diversity as an advantage.

- Define diversity.
- Identify characteristics that make an individual unique.
- Describe the values and beliefs on your own culture.
- Adapt your behaviors to demonstrate respect for other cultures.
- Use effective communication techniques to improve working relationships.



WORKPLACE VIOLENCE

The purpose of this one-day workshop is to provide you with information about situations in the home and in the work environment that may trigger violent employee behavior. You will learn techniques for diffusing violent behaviors, responding to workplace violence that has occurred, and dealing with employees who are affected by post-traumatic reactions.

- Identify behaviors that may indicate a tendency to behave violently.
- Describe an environment that may trigger violent actions.
- Apply techniques for diffusing violent behaviors
- Respond to employees affected by workplace violence.
- Develop standards for return to work following a workplace incident.
- Describe three potential triggers of post-traumatic stress and when/how to intervene.



Other Training Resources

- Assessing Customer Job Search Tools (job aid)
- Assigning and Reviewing Job Postings (online brush-up)
- Conducting Job Developments (online brush-up)
- Evaluating Job Readiness (online brush-up)
- Helping People Stay Employed (online brush-up)
- When to Recruit (job aid)
- Search for Qualified Candidates (infographic)
- Quality WIT Application/Resume Checklist (document)
- TWIST Counselor Notes Guidelines (job aid)
- TWIST Counselor Notes Subject Lines (job aid)
- Using the Job Search Map (job aid)
- Workforce Solutions Staff Resources (Link)
- Filling a Job Posting (document)
- Facilitator Tips (job aid)
- Occupation Ad Hoc Report (job aid)
- Providing Career Planning Resources (job aid)
- Job Posting Notes (online brush-up)
- Top 10 Tips for Staying Employed (customer handout)

To access these resources, go to Staff Resources at www.wrksolutions.com. Click on Performance Improvement; click on Training & Development; then click on LMS. Enter your LMS login and password. Click on Resources to search for documents or click on Courses to search for online brush-ups.

NOTES

NOTES

NOTES

National Workforce Institute

8876 Gulf Freeway Suite 556 Houston, TX 77017 Ph: 832/519-1200 Fax: 832/476-9408

info@nationalworkforceinstitute.org www.nationalworkforceinstitute.org