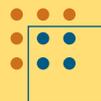


Workforce Solutions

STAFF  
TRAINING  
CATALOG

2021



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 7.0, 1/19/21**

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

Recommended Professional Development  
Training for Workforce Solutions Staff ..... 4

Coaching and Technical Assistance ..... 4

### Courses that Address Functional Competencies

- Assisting Customers in the Resource Room ..... 7
- Basics Of Financial Aid ..... 8
- Coaching for Better Results (blended)..... 9
- Conducting Customer Interviews (blended)..... 10
- Conducting Orientations (practicum) ..... 11
- Connecting the Dots: Homelessness and Employment  
(eLearning)..... 12
- Counselor Notes (practicum) ..... 13
- Dealing with Criminal Backgrounds (practicum) ..... 14
- Delivering Effective Workshops ..... 15
- Developing an Employment Plan..... 16
- Effective Recruiting for Recruiters ..... 17
- Generating Creative Solutions for Employers ..... 18
- Greeting and Routing Customers ..... 19
- Helping People Find Jobs (blended) ..... 20
- Human Trafficking ..... 21
- Improving Human Performance: Supervisory Series..... 22
- Job Matching for Quality Referrals (practicum) ..... 23

- Labor Market Intelligence: How People REALLY Get Jobs (blended) . . . . . 24
- Managing Customer Services . . . . . 25
- Motivational Interviewing Basics (blended) . . . . . 26
- Networking: Finding Job Opportunities Through People . . 27
- Presentation Skills . . . . . 28
- Ready, Set, Go! Creating a Job Posting . . . . . 29
- Ready, Set, Go! TWIST Basics . . . . . 30
- Ready, Set, Go! WIT Basics. . . . . 31
- Recognizing and Addressing Employment Challenges (eLearning). . . . . 32
- Sexual Harassment . . . . . 33
- Testing and Assessment: Using Data to Develop Employment Plans (blended) . . . . . 34
- TWIST Expanded . . . . . 35
- Understanding Family/Domestic Violence . . . . . 36
- Using DocuWare, Using FACS, & Using FAMS . . . . . 37
- What Is a Hire? . . . . . 38
- Workforce Solutions Financial Aid (blended) . . . . . 39
- Workforce Solutions Job Search Seminar for Staff . . . . . 40
- The Workforce Solutions Professional Academy . . . . . 41
- Workforce Solutions Resources (practicum) . . . . . 42
- Working a Job Posting (practicum) . . . . . 43
- Working Together: Tracking and Managing Services. . . . . 44

Courses that Address Universal Competencies

- Adapting to Change . . . . . 45
- Basics of Business Writing . . . . . 46
- Celebrating Diversity . . . . . 47
- Conflict Resolution Techniques . . . . . 48
- Customer Service in the Public Sector . . . . . 49
- Effective Problem Solving . . . . . 50
- Interpersonal Communication Skills . . . . . 51
- Maybo Workplace Safety Training . . . . . 52
- New Employee Orientation . . . . . 53
- Personal Accountability . . . . . 54
- Rational Decision Making . . . . . 55
- Time and Stress Management . . . . . 56
- VRS Diversity Training . . . . . 57
- Working as a Team . . . . . 58
- Working with Diversity: A Competitive Advantage . . . . . 59
- Workplace Violence . . . . . 60

Other Training Resources . . . . . 61

## 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 reiterate topics covered 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.*

NOTES

**Competency: Career Development**  
**ASSISTING CUSTOMERS  
IN THE RESOURCE ROOM**  
***(1 day)***

The purpose of this one-day 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.



No Cost

**Competency: Career Development**  
**BASICS OF FINANCIAL AID**  
**(1 day)**

This one-day course provides career office staff an overview of the requirements that help customers meet eligibility for 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.



No Cost

**Competency: Management/Supervision**  
**COACHING FOR BETTER RESULTS**  
**(1 day)**

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.



\$100/participant

**Competency: Career Development**

**CONDUCTING CUSTOMER INTERVIEWS**  
***(60 minutes eLearning + 1/2 day classroom)***

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. In the instructor-led course, participants learn various techniques for gathering information about customer wants and needs.

At the completion of the training, 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 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)



No Cost

**Competency: Career Development**  
**CONDUCTING ORIENTATIONS**  
**(1/2 day)**

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](http://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)



No Cost

**Competency: Career Development**

**CONNECTING THE DOTS:  
HOMELESSNESS AND EMPLOYMENT  
(30 minutes)**

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 on using Workforce Solutions services and resources to help people find employment.

Requires about 30 minutes to complete.



No Cost

**Competency: Career Development**

**COUNSELOR NOTES**

**(1/2 day)**

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](http://www.wrksolutions.com/staff/resources)

**Look for:**

- TWIST Counselor Notes Guidelines
- TWIST Counselor Notes Subject Lines



No Cost

**Competency: Career Development**

**DEALING WITH  
CRIMINAL BACKGROUNDS  
(1/2 day)**

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.



No Cost

**Competency: Training Delivery**

**DELIVERING EFFECTIVE WORKSHOPS**  
**(2 days)**

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.



\$150/participant

**Competency: Career Development**

**DEVELOPING AN EMPLOYMENT PLAN**  
**(1/2 day)**

This half-day practicum provides an opportunity to practice creating an employment plan that leads to your customer's overall career goal. You will learn when an employment plan is needed, and you will see how interviews and assessments can help to create a path for success. By identifying short-term goals and action steps, you can work with your customer to build a plan for successful employment.

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

- Describe the difference between short-term goals, long-term goals, and action steps.
- Determine which customers require an employment plan.
- Write an employment plan with customer input.



No Cost

**Competency: Career Development**  
**EFFECTIVE RECRUITING  
FOR RECRUITERS**  
**(2 days)**

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)



No Cost

**Competency: Career Development**

**GENERATING CREATIVE SOLUTIONS  
FOR EMPLOYERS  
(1 day)**

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.



No Cost

**Competency: Career Development**

**GREETING AND ROUTING CUSTOMERS**  
**(1 day)**

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:

- Applying active listening techniques.
- Routing customers to the correct staff and resources.
- Following up to ensure customers are satisfied with the services they received.



No Cost

**Competency: Career Development**

**HELPING PEOPLE FIND JOBS (BLENDED)**  
**(2 days)**

The purpose of this two-day workshop is to teach you how to help customers prepare for job search and find employment. You will be able to understand: What is job ready? What do employers expect from us when they ask for qualified job candidates? What tools can make our job easier? What special provisions apply to some customers?

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

- Identify the characteristics necessary to be a job search expert.
- Use assessment tools to learn about customers.
- List services/resources available at Workforce Solutions.
- Describe the orientation process.
- Review and improve a WIT application.
- Recognize key elements of a job posting.
- List the criteria for a quality job referral.

**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)



No Cost

**Competency: Career Development**  
**HUMAN TRAFFICKING**  
***(30-60 minutes)***

The purpose of this eLearning course is to increase your awareness of the scope of human trafficking in the Gulf Coast Area. You will learn why Houston is one of the largest sources of human trafficking and how it can be detected. At the end of the course, you will be able to:

- Define the different kinds of human trafficking.
- Identify factors that contribute to trafficking.
- Recognize the signs that someone may be a victim.
- Access resources for helping victims.

Requires 30-60 minutes to complete



No Cost

**Competency: Management/Supervision**

**WORKFORCE SOLUTIONS  
SUPERVISORY SERIES  
(Every Thursday for 7 weeks)**

This is 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



\$775/participant

**Competency: Career Development**

**JOB MATCHING FOR  
QUALITY REFERRALS**

***(1/2 day)***

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.

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

- Use the Quality WIT Application Desk Aid.
- Have a conversation to determine whether a customer is a “good match” for an employer.



No Cost

**Competency: Career Development**

**LABOR MARKET INTELLIGENCE:  
HOW PEOPLE REALLY GET JOBS  
(60 minutes eLearning + 1/2 day classroom)**

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.



No Cost

**Competency: Career Development**

**MANAGING CUSTOMER SERVICES**  
**(2 days)**

The purpose of this two-day 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.



No Cost

**Competency: Career Development**

**MOTIVATIONAL INTERVIEWING BASICS**  
**(60-90 minutes eLearning + 1 day classroom)**

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.



No Cost

**Competency: Career Development**

**NETWORKING:  
FINDING JOB OPPORTUNITIES  
THROUGH PEOPLE**

***(1/2 day)***

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.



No Cost

**Competency: Facilitation**  
**PRESENTATION SKILLS**  
**(1 day)**

The purpose of this one-day 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.



\$100/participant

**Competency: Automated Reporting Systems**

**READY, SET, GO!  
CREATING A JOB POSTING  
(30-60 minutes)**

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.



No Cost

**Competency: Automated Reporting Systems**

**READY, SET, GO!  
TWIST BASICS  
(30-60 minutes)**

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.



No Cost

**Competency: Automated Reporting Systems**

**READY, SET, GO!  
WIT BASICS  
(30-60 minutes)**

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.



No Cost

**Competency: Career Development**

**RECOGNIZING AND ADDRESSING  
EMPLOYMENT CHALLENGES  
(60-90 minutes)**

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.

Requires 60-90 minutes to complete.



No Cost

**Competency: Managing the Job**  
**SEXUAL HARASSMENT**  
**(60 minutes)**

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.

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

- Describe Two types of sexual harassment.
- Identify behaviors that may lead to sexual harassment complaints.
- Demonstrate communication techniques to discourage inappropriate behaviors.

Requires 60 minutes to complete.



\$25/participant

**Competency: Data Analysis****TESTING AND ASSESSMENT:  
USING DATA TO DEVELOP  
EMPLOYMENT PLANS (BLENDED)  
(60-90 minutes eLearning + 1 day classroom)**

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.



**Competency: Automated Responding Systems**

**TWIST EXPANDED**

***(60 minutes)***

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

Requires 60 minutes to complete.



No Cost

**Competency: Career Development**

**UNDERSTANDING FAMILY/  
DOMESTIC VIOLENCE  
(1-2 hours)**

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.



No Cost

**Competency: Automated Responding Systems**  
**USING DOCUWARE, USING FACS,**  
**& USING FAMS**  
**(60-90 minutes)**

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 re-determination 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 60-90 minutes to complete.



## Competency: Career Development

### WHAT IS A HIRE?

**(2 hours)**

What constitutes a “hire” at Workforce Solutions? This two-hour workshop will provide you with the answer! It also will increase your understanding of direct placements and job developments to ensure services are recorded correctly.

- At the completion of the workshop, you will be able to:
- Define ethics.
- Define a “hire” at Workforce Solutions.
- Review criteria for taking a direct placement and/or recording a job development.
- Provide Hire Verification Form guidelines.



No Cost

**Competency: Career Development**

**WORKFORCE SOLUTIONS  
FINANCIAL AID (BLENDED)  
(60-90 minutes)**

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 60-90 minutes to complete.



No Cost

**Competency: Career Development**  
**WORKFORCE SOLUTIONS**  
**JOB SEARCH SEMINAR**  
**(1 day)**

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)



No Cost

**Competency: Career Development**  
**WORKFORCE SOLUTIONS**  
**PROFESSIONAL ACADEMY**  
**(5 days)**

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.

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

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



\$200/participant

**Competency: Career Development**

**WORKFORCE SOLUTIONS RESOURCES**  
**(1/2 day)**

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](http://www.wrksolutions.com) to learn more about career exploration tools, training opportunities, and employment sources for their customers.

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

- Help customers navigate wrksolutions.com career exploration resources.
- Describe the use of the High-Skilled, High-Growth list.
- Use the training provider network.



No Cost

**Competency: Carer Development**

**WORKING A JOB POSTING**  
**(1/2 day)**

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.

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

- Determine which job postings to work.
- Run matches and browse applicants in WorkInTexas.com.
- Find good matches to refer to employers.

**Related Self-directed Training Resources:**

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



No Cost

**Competency: Career Development**

**WORKING TOGETHER: TRACKING AND  
MANAGING SERVICES  
(1 day)**

The purpose of this one-day 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.



No Cost

**Competency: Change Management**  
**ADAPTING TO CHANGE**  
**(1/2 day)**

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.

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

- 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.



\$100/participant

**Competency: Business Writing**

**BASICS OF BUSINESS WRITING**  
**(2 days)**

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.

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

- 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.



\$150/participant

**Competency: Diversity**

**CELEBRATING DIVERSITY**  
**(60 minutes)**

This eLearning course is designed to increase your understanding of diversity and how it affects the workplace. It includes communication techniques that can be used to position diversity as a competitive advantage.

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

- Define diversity.
- Describe barriers to understanding.
- Adapt your behavior to demonstrate respect for others.
- Explain the four cornerstones of diversity.
- Use a STOP technique to address inappropriate behavior.

Requires 60 minutes to complete.



\$25/participant

**Competency: Conflict Resolution**

**CONFLICT RESOLUTION TECHNIQUES**  
**(1 day)**

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.

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

- 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.



\$120/participant

**Competency: Customer Service**  
**CUSTOMER SERVICE IN  
THE PUBLIC SECTOR**  
**(1/2 day)**

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.

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

- 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.
- Turn customer complaints into relationship opportunities.



\$100/participant

**Competency: Problem Solving**

**EFFECTIVE PROBLEM SOLVING**  
**(1 day)**

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.

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

- 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.



\$100/participant

**Competency: Communication**  
**INTERPERSONAL  
COMMUNICATION SKILLS**  
**(2 days)**

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.

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

- 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.



\$150/participant

**Competency: Managing the Job**

**MAYBO WORKPLACE SAFETY TRAINING**  
**(1 day)**

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.



No Cost

**Competency: Workforce Development Systems**  
**NEW EMPLOYEE ORIENTATION**  
***(30-60 minutes)***

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.



No Cost

**Competency: Managing Self**

**PERSONAL ACCOUNTABILITY**  
**(1/2 day)**

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.

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

- 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.



\$100/participant

## Competency: Decision Making

# RATIONAL DECISION MAKING

### *(1 day)*

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.



\$100/participant

**Competency: Managing Self**

**TIME AND STRESS MANAGEMENT**  
**(1/2 day)**

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.



\$100/participant

**Competency: Diversity**

**VRS DIVERSITY TRAINING**  
**(3 hours)**

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.



No Cost

**Competency: Team Work**  
**WORKING AS A TEAM**  
**(2 days)**

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.

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

- 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.



\$150/participant

**Competency: Diversity**

**WORKING WITH DIVERSITY:  
A COMPETITIVE ADVANTAGE  
(1/2 day)**

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.

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

- 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.



\$100/participant

**Competency: Managing the Job**  
**WORKPLACE VIOLENCE**  
**(1 day)**

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.

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

- 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.



\$100/participant

## 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)

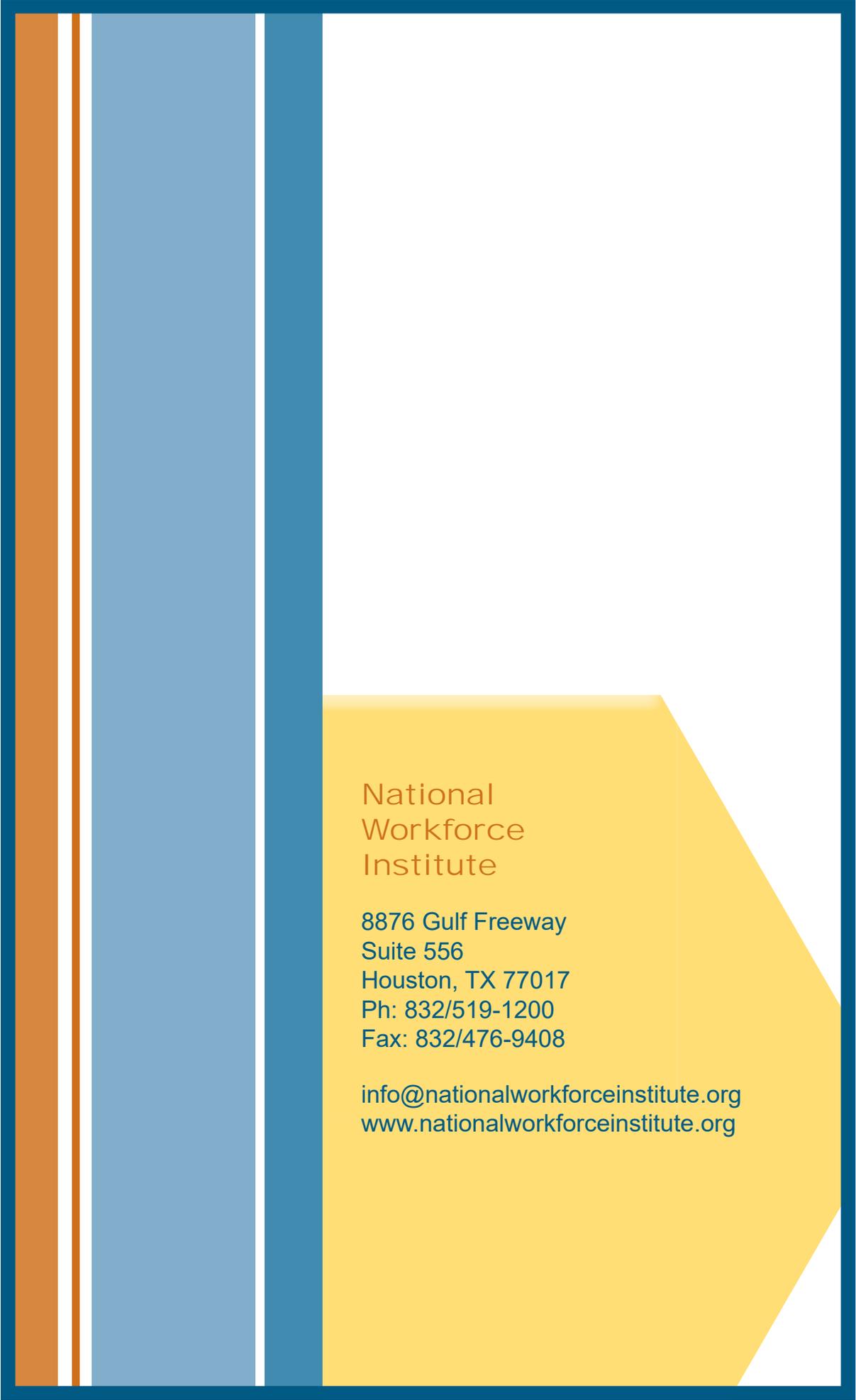
**To access these resources**, go to Staff Resources at [www.wrksolutions.com](http://www.wrksolutions.com). Click on Performance Improvement; click on Training & Development; then click on LMS. Enter your LMS login and password. Click on Resources to search for documents or click on Courses to search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

NOTES







The image shows a business card for the National Workforce Institute. The card has a dark blue border. On the left side, there are vertical bars in orange, white, light blue, and dark blue. The main body of the card is white. A yellow shape, resembling a folded corner of a piece of paper, is positioned in the bottom right. The text is printed on this yellow shape. The organization's name is in orange, and the contact information is in dark blue.

National  
Workforce  
Institute

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

[info@nationalworkforceinstitute.org](mailto:info@nationalworkforceinstitute.org)  
[www.nationalworkforceinstitute.org](http://www.nationalworkforceinstitute.org)