

Workforce Solutions Staff Training Plan: *Build Your Own Plan*

Name: _____ Date: _____

Course	Duration	Scheduled	Completed
<i>Trainings Completed by Contractor</i>			
Organization's New Employee Orientation			
TWC IT Security – TWC online			
TWC Fraud Awareness – TWC online			
WS SG Fraud, Waste, Theft and Abuse			
<i>NWI Prerequisite Trainings Completed for WS Professional Academy</i>			
Gulf Coast Workforce Solutions NEO – NWI	30-60 min		
WIT Basics – NWI online	30-60 min		
TWIST Basics – NWI online	30-60 min		
Labor Market Intelligence eLearning*	30-60 min		
Conducting Customer Interviews eLearning*	30-60 min		
<i>Workforce Solutions Professional Academy</i>			
• I AM Workforce Solutions	Day 1		
• Customer Service in the Public Sector	Day 1		
• Working with Diversity	Day 2		
• VR Site Visit/Awareness Training	Day 2		
• WS Services and Resources	Day 3		
• About Employer Service	Day 3		
• Labor Market Intelligence*	Day 3		
• WS EEO Policies	Day 4		
• WS Job Search Seminar for Staff	Day 4		
• Conducting Customer Interviews*	Day 5		
• NWI LMS/Training Plans/Review/Grad	Day 5		
<i>NWI Training Plan (does not include hours from Technical Assistance)</i>			
Understanding Family/Domestic Violence	30-60 min		
Sexual Harassment eLearning	30-60 min		
Identifying/Addressing Employment Challenges	30-60 min		
Delivering Effective Workshops classroom	16 hours		
Best Practices for Facilitators	4 hours		
Helping People Find Jobs eLearning*	30-60 min		
Helping People Find Jobs classroom*	16 hours		
Managing Customer Services	16 hours		
Basics of Business Writing	8 hours		
Interpersonal Communication Skills classroom	16 hours		

Conducting Orientations practicum	4 hours		
Counselor Notes practicum	4 hours		
Effective Recruiting/Working a Job Posting	16 hours		
Dealing with Criminal Backgrounds practicum	4 hours		
Presentation Skills classroom	8 hours		
Basics of Financial Aid	8 hours		
Quality Applications & Referrals practicum	4 hours		
Assisting Customers in the Resource Area	8 hours		
Basics of Business Writing classroom	16 hours		
Labor Market Intelligence Webinar*	1 hour		
Working a Job Posting classroom	4 hours		
Adapting to Change classroom	4 hours		
Evaluating Job Readiness eLearning	30-60 min		
Working as a Team classroom	16 hours		
Recognizing and Addressing Employment	30-60 min		
Testing and Assessment eLearning*	1 hour		
Testing and Assessment lab*	8 hours		
Conducting Job Developments eLearning	30-60 min		
Rational Decision Making classroom	8 hours		
Best Practices for Employers classroom	4 hours		
Networking classroom	4 hours		
Effective Problem Solving classroom	8 hours		
Job Posting Notes eLearning	30-60 min		
Personal Accountability classroom	4 hours		
Time & Stress Management classroom	4 hours		
Supervisory Series (7-week course)	7 days		

*Denotes blended courses

Check the training calendar on the [NWI LMS](#) or at <http://www.wrksolutions.com/staff-resources/performance-improvement> for upcoming offerings, dates, and locations of instructor-led courses.

Schedule your staff for courses on their training plan as soon as possible after they complete the Academy. Complete the “Date Scheduled” and “Date Completed” fields as appropriate.

