



Workforce Solutions PROFESSIONAL ACADEMY AGENDA

Monday	Tuesday	Wednesday	Thursday
<p>8:30 – 12:00</p> <ul style="list-style-type: none"> Welcome & Introductions Academy Structure Pre-Assessment <i>Getting to Know Workforce Solutions – Did You Know? (entities and job functions)</i> The I AM Workforce Solutions Principles Catch the Vision WS, Mission/Vision, Code of Conduct/Key Results <p><i>I AM Workforce Solutions to my customer.</i></p> <p>12:00 – 1:00 Lunch</p> <p>1:00 – 4:30</p> <ul style="list-style-type: none"> Customer Service in the Public Sector 	<p>8:30 – 12:00 Regional Facilitators</p> <p><i>I learn from my mistakes and gain a better understanding of how to help my customers.</i></p> <p>12:00 – 1:00 Lunch</p> <p>1:30 – 4:30</p> <p style="text-align: center;">At VR WFS Northline 4424 North Freeway Houston, TX 77022</p> <ul style="list-style-type: none"> Disability Diversity Training with VRS 	<p>8:30 – 12:00</p> <ul style="list-style-type: none"> Workforce Solutions Services and Resources Midweek Review <p><i>I understand the resources available throughout our system.</i></p> <p>12:00 – 1:00 Lunch</p> <p>1:00-1:20</p> <ul style="list-style-type: none"> Meet Your Navigators <p>1:20-3:00</p> <ul style="list-style-type: none"> Equal Opportunity Policy Training <p>3:15-4:30</p> <ul style="list-style-type: none"> Serving Employers – What Everyone Needs to Know 	<p>8:30 – 12:00 Conducting Customer Interviews</p> <p><i>I can always help my customer even when I have to say "no."</i></p> <p>12:30 – 1:30 Lunch</p> <p>1:30 – 3:30</p> <ul style="list-style-type: none"> Final Review Post-Assessment NWI LMS – Navigating, enrolling in eLearning, Accessing Resources Training Plans Evaluations <p>3:30 Graduation</p>
<i>National Workforce Institute</i>		<i>Revised 1/2020</i>	

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