



WS 20-04
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Training & Development
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To: All Contractors

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SUBJECT: Workforce Solutions Job Search Seminars

Purpose

Provide information on conducting Workforce Solutions job search seminars virtually and ensure system staff are aware of and using online learning tools. This issuance replaces WS 19-02.

Background

In 2008, Workforce Solutions started the regional facilitator team to give better and easier access to seminars for customers. The Regional Team conducts seminars in the offices and in the community to help customers look for work and go to work. The Regional Team, which is comprised of staff from all career office contractors, must be vetted and approved by a panel that includes at least one Board staff member.

Workforce Solutions uses a standard curriculum that includes [Workforce Solutions Job Search Seminars](#) and [When I Grow Up](#).

In 2018, we updated the *Workforce Solutions Job Search Seminars* to modernize the content, simplify delivery, and allow more flexibility in sequencing. The interactive lessons focus on core deliverables that create greater access to consistent and reliable career preparation information, so our customers can find a job, keep a job, or get a better job.

The standard curriculum is available to all contractors, and trained facilitators. In addition to the Regional Team offering this curriculum at various community organizations, approved career office staff conduct seminars in the offices, and Employer Service staff use the approved curricula for outplacement and other events.

What Has Changed

We adapted the *Workforce Solutions Job Search Seminars* to allow for virtual facilitation. In addition, we created lessons that can be accessed “on demand” at <https://www.wrksolutions.com/for-individuals/online-learning>.

Materials

Seminar materials include, as appropriate:

- An instructor's lesson plan
- Approved PowerPoint slides for in-person events
- Approved PowerPoint slides for virtual events
- Printed copies of the participant workbooks
- Digital copies of the participant workbooks

Career Office, Employer Service, and Regional Facilitators **must only use the approved curriculum and materials.**

- Do not leave out any of the course material or add unauthorized course material.
- Only use approved PowerPoint slides available on wrksolutions.com. Do not create your own slides.
- Do not print or make photocopies of the workbook or portions of the workbook. Give customers full workbooks, available through an approved printing source or digitally on wrksolutions.com.

Only approved marketing flyers and/or social media posts are to be used to advertise in-person or virtual seminars.

- Do not rename any session; only use the following approved seminar names and descriptions.

A Targeted Plan – *Participants will review labor market information and assess their needs and employment skills to create a targeted job search plan.*

Job Readiness Toolkit – *Participants will evaluate and practice effective communication in applications, resumes, basic introductions and interviewing.*

Sharpening Your Interviewing Skills – *Participants will focus on the interview process and use the employer's perspective to determine proper interview attire and prepare answers to common interview questions.*

Closing the Deal – *Participants will discuss networking, how to use social media as a networking tool and how to follow up with an employer after the interview.*

When I Grow Up – *TEKS aligned career education lessons for elementary, middle, and high school students.*

If you have suggestions for additional job search seminar topics, revisions to existing curricula, or would like permission to use materials that cover information outside of the standard curriculum, send them to online.learning@wrksolutions.com.

Training for Facilitators and Presenters

Any staff member who delivers seminars and/or facilitates job clubs, either in-person or virtually, must successfully complete *Delivering Effective Workshops*, pass the course post-test, and display competency in facilitating demonstration lessons in front of a panel that includes at least one NWI staff person, one management member of the Regional Team, or one Board staff representative. This includes Employer Service staff who conduct outplacement and other events, backup facilitators, or any other staff person who could be called upon to facilitate a job club or deliver a seminar.

To continue delivering **any** seminars and/or facilitating job clubs, staff who have previously taken the 2018 version of *Delivering Effective Workshops* must successfully complete a refresher course which includes lessons on virtual presentations.

In addition, staff presenting Workforce Solutions' information to employers, community-based organizations, or other potential partners must successfully complete the *Presentation Skills* course, either in person or virtually, pass the course post-test, and display competency in presenting demonstration lessons in front of the facilitator of the class.

Expectations

We expect contractors with staff who deliver Workforce Solutions seminars or present to employers and community partners to:

- ✓ Ensure **all** staff with seminar and/or job club facilitation responsibilities successfully complete the requirements to be a facilitator.
- ✓ Ensure **all** staff responsible for presenting to employers and community partners complete the *Presentation Skills* requirements.
- ✓ Ensure only approved staff facilitate seminars, job clubs, or any public presentations.
- ✓ Maintain the quality and level of professionalism reflected in our curricula when delivering seminars, job clubs, or any public presentations.
- ✓ Use only approved materials for seminars and presentations, including seminars provided as part of outplacement activities.
- ✓ Help customers find the next available community, office-based or virtual event that meets their needs.
- ✓ Provide customers with professionally printed copies of workbooks and materials, not photocopies. Virtual presentations should include original digital copies.
- ✓ Follow the process for publishing workshop dates and times on the website calendar.
- ✓ Gather and report feedback using the provided survey form.
- ✓ Submit attendance report and survey forms for all seminars on a monthly basis to seminars@wrksolutions.com.

Actions

1. Ensure **only** staff who successfully complete the requirements to be a facilitator, conduct seminars.
 - Delivering Effective Workshops will be scheduled quarterly, based on need. If a location is in need of a certified facilitator prior to the next scheduled class, contact seminars@wrksolutions.com to discuss alternatives.
2. Ensure staff presenting Workforce Solutions' information to employers, community-based organizations, or other potential partners also complete the *Presentation Skills* requirements.
3. Use only Board approved materials found on the Workforce Solutions website at <http://www.wrksolutions.com/staff-resources/services-we-offer/job-search-seminars/>
 - Adult or When I Grow Up curriculum
 - PowerPoint slides (for in-person or virtual sessions, as appropriate)
 - Marketing Flyers
4. Load all seminars offered in career offices, in community locations that are open to the public, or virtually, to the calendar on the [Workforce Solutions Job Search Seminars](#) page.
5. On a monthly basis, submit attendance report and survey forms for **all** events to seminars@wrksolutions.com.
6. Assigned staff for each contractor will order additional Job Search Seminar workbooks and worksheets from the approved printing source as they are needed. Analyze contract needs and place orders in bulk to optimize pricing breaks.

Questions

Direct questions through the [Submit a Question](#) link.