



Workforce Solutions

# STAFF TRAINING CATALOG

2021



## 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.

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Due to the COVID 19 pandemic all courses have moved to a virtual platform and some requirements have changed. Refer to the staff training calendar for the current method of delivery and time requirements; *wrksolutions.com > Staff Resources > Performance Improvement > Training Calendar.*

## TABLE OF CONTENTS

<b>Recommended Professional Development Training for Workforce Solutions Staff</b> .....	4
--	---

<b>Coaching and Technical Assistance</b> .....	4
--	---

### **Courses that Address Functional Competencies**

● Assisting Customers in the Resource Room .....	7
● Coaching for Better Results .....	8
● Conducting Customer Interviews (blended) .....	9
● Conducting Orientations (practicum) .....	10
● Connecting the Dots: Homelessness and Employment (eLearning) .....	11
● Counselor Notes (practicum) .....	12
● Dealing with Criminal Backgrounds (practicum) .....	13
● Delivering Effective Workshops .....	14
● Developing an Employment Plan (practicum) .....	15
● Effective Recruiting for Recruiters .....	16
● Generating Creative Solutions for Employers .....	17
● Greeting and Routing Customers (practicum) .....	18
● Harassment Prevention (eLearning) .....	19
● Helping People Find Jobs (blended) .....	20
● Human Trafficking (eLearning) .....	21
● Labor Market Intelligence: How People REALLY Get Jobs (blended) .....	22

## **Courses that Address Functional Competencies (cont.)**

● Managing Customer Services . . . . .	23
● Motivational Interviewing Basics (blended) . . . . .	24
● Presentation Skills . . . . .	25
● Ready, Set, Go! TWIST Basics (eLearning). . . . .	26
● Ready, Set, Go! TWIST Expanded (eLearning). . . . .	27
● Ready, Set, Go! WIT Basics (eLearning). . . . .	28
● Recognizing and Addressing Employment Challenges (eLearning). . . . .	29
● Setting the Stage for Equal Opportunity at Workforce Solutions (eLearning). . . . .	30
● Testing and Assessment: Using Data to Develop Employment Plans (blended). . . . .	31
● Understanding Family/Domestic Violence (eLearning) . . .	32
● Using DocuWare, Using FACS, & Using FAMS (eLearning) . . . . .	33
● Workforce Solutions Financial Aid (blended) . . . . .	34
● Workforce Solutions Financial Aid - Basics . . . . .	35
● Workforce Solutions Professional Academy (blended) . . .	36
● Workforce Solutions Resources (practicum) . . . . .	37
● Workforce Solutions Supervisory Series . . . . .	38
● Working Together: Tracking and Managing Services. . . . .	39
● Working Virtually - Providing Excellent Customer Service (eLearning). . . . .	40

# WORKFORCE SOLUTIONS

## Courses that Address Universal Competencies

● Adapting to Change . . . . .	41
● Basics of Business Writing . . . . .	42
● Celebrating Diversity (blended) . . . . .	43
● Conflict Resolution Techniques . . . . .	44
● Creating a Collaborative Culture . . . . .	45
● Customer Service in the Public Sector. . . . .	46
● Effective Problem Solving . . . . .	47
● Interpersonal Communication Skills. . . . .	48
● New Employee Orientation (eLearning). . . . .	49
● Personal Accountability . . . . .	50
● Rational Decision Making. . . . .	51
● Time and Stress Management . . . . .	52
● VRS Diversity Training . . . . .	53
● Working as a Team. . . . .	54
● Working with Diversity: A Competitive Advantage . . . . .	55
● Workplace Violence . . . . .	56

<b>Other Training Resources . . . . .</b>	<b>57</b>
---	-----------

<b>Training Record . . . . .</b>	<b>59</b>
----------------------------------	-----------

### **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 must enroll for the Workforce Solutions Professional Academy and should take the following eLearning courses within the first 90 days of employment:

- ◆ Gulf Coast Workforce Solutions New Employee Orientation
- ◆ I AM Workforce Solutions - Did You Know
- ◆ WIT I & II
- ◆ TWIST Basics
- ◆ Labor Market Intelligence eLearning
- ◆ Conducting Customer Interviews eLearning
- ◆ Connecting the Dots: Homelessness & Employment

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 four-day Workforce Solutions Professional Academy.

### **Coaching and Technical Assistance**

In addition to training delivery, Learning Designs, Inc. 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**

# FUNCTIONAL COMPETENCIES

## Competency: Career Development

### ASSISTING CUSTOMERS IN THE RESOURCE ROOM

1 Day

No Cost

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.



# FUNCTIONAL COMPETENCIES

Competency: Management/Supervision

## COACHING FOR BETTER RESULTS

1 Day

\$100/participant

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.



# FUNCTIONAL COMPETENCIES

Competency: Career Development

## CONDUCTING CUSTOMER INTERVIEWS

60 Minutes eLearning +  
1/2 Day Classroom

No Cost

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 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)



# FUNCTIONAL COMPETENCIES

## Competency: Career Development

### CONDUCTING ORIENTATIONS

1/2 Day

No Cost

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 Resources:

Go to [wrksolutions.com](http://wrksolutions.com) > *Staff Resources*

- [Workforce Solutions' orientation videos for SNAP E&T, and TANF customers.](#)
- [Reemployment Services orientation video](#)
- Job Search Log and Instructions
- WS FACTS on TANF Family Employment Plan
- WS FACTS on SNAP Family Employment Plan
- Using the Job Search Map (Job Aid)
- Assessing Customer's Job Search Tools (Job Aid)

#### Go to Workforce Solutions Learning Management System and look for:

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



Competency: **Career Development**

## CONNECTING THE DOTS: HOMELESSNESS AND EMPLOYMENT

*30 Minutes*

*No Cost*

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.



# FUNCTIONAL COMPETENCIES

Competency: Career Development

## COUNSELOR NOTES

*1/2 Day*

*No Cost*

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.

### **Related Self-Directed Resources:**

- TWIST Counselor Notes Guidelines
- TWIST Counselor Notes Subject Lines

Find here: [www.wrksolutions.com](http://www.wrksolutions.com) > [Staff Resources](#) > [Performance Improvement](#) > [Desk Aids](#) > [Workforce Solutions Customer Service](#)



# FUNCTIONAL COMPETENCIES

## Competency: Career Development

### DEALING WITH CRIMINAL BACKGROUNDS

1/2 Day

No Cost

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)
- Evaluating Job Readiness (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.



# FUNCTIONAL COMPETENCIES

## Competency: Training Delivery

### DELIVERING EFFECTIVE WORKSHOPS

2 Days

\$150/participant

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 Workforce Solutions Job Search Seminar, adult curriculum.



# FUNCTIONAL COMPETENCIES

Competency: **Career Development**

## DEVELOPING AN EMPLOYMENT PLAN

*1/2 Day*

*No Cost*

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.



# FUNCTIONAL COMPETENCIES

Competency: **Career Development**

## EFFECTIVE RECRUITING FOR RECRUITERS

*2 Days*

*No Cost*

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.

### **Related Self-directed Training Resources:**

- Quality WIT Application/Resume Checklist (Job Aid)



# FUNCTIONAL COMPETENCIES

## Competency: Career Development

### GENERATING CREATIVE SOLUTIONS FOR EMPLOYERS

1 Day

No Cost

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.



# FUNCTIONAL COMPETENCIES

Competency: **Career Development**

## **GREETING AND ROUTING CUSTOMERS**

*1 Day*

*No Cost*

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.



# FUNCTIONAL COMPETENCIES

## Competency: Managing the Job

### HARASSMENT PREVENTION

*60 Minutes*

*\$25/participant*

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.



# FUNCTIONAL COMPETENCIES

## Competency: Career Development

### HELPING PEOPLE FIND JOBS

2 Days

No Cost

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, Ready, Set, Go! TWIST Basics, and WIT I and WIT II. Requires 60-90 minutes to complete each eLearning.

#### **Related Self-directed Training Resources:**

- Assessing Customer's Job Search Tools (Job Aid)
- Providing Career Planning Resources (Job Aid)
- Using the Job Search Map (Job Aid)



## Competency: Career Development

### HUMAN TRAFFICKING

*30-60 Minutes*

*No Cost*

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.



# FUNCTIONAL COMPETENCIES

## Competency: Career Development

### LABOR MARKET INTELLIGENCE: HOW PEOPLE REALLY GET JOBS

*60 Minutes eLearning +  
3-Hour Webinar*

*No Cost*

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.



# FUNCTIONAL COMPETENCIES

Competency: **Career Development**

## MANAGING CUSTOMER SERVICES

*2 Days*

*No Cost*

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.



# FUNCTIONAL COMPETENCIES

Competency: **Career Development**

## MOTIVATIONAL INTERVIEWING BASICS

*60-90 Minutes eLearning +  
1/2-Day Webinar*

*\$99/participant*

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



# FUNCTIONAL COMPETENCIES

Competency: Facilitation

## PRESENTATION SKILLS

1 Day

\$100/participant

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.



# FUNCTIONAL COMPETENCIES

## Competency: Automated Reporting Systems

### READY, SET, GO! TWIST BASICS

*30-60 Minutes*

*No Cost*

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



# FUNCTIONAL COMPETENCIES

## Competency: Automated Responding Systems

### READY, SET, GO! TWIST EXPANDED

*60 Minutes*

*No Cost*

This online course is a continuation of Ready, Set, Go! TWIST Basics which shows staff how to navigate in TWIST to:

- Enter Support Services,
- Verify a customer is receiving TANF or SNAP,
- Enter Good Cause,
- Enter an Employment Plan, and
- Record Employment.



# FUNCTIONAL COMPETENCIES

Competency: Automated Reporting Systems

## READY, SET, GO! WIT BASICS

COMING SOON!

30-60 Minutes

No Cost

This hands-on eLearning course introduces participants to WorkInTexas.com (WIT), our state's automated job matching system for employers, 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
- Browing for Jobs
- Adding Services



# FUNCTIONAL COMPETENCIES

Competency: **Career Development**

## RECOGNIZING AND ADDRESSING EMPLOYMENT CHALLENGES

*60-90 Minutes*

*No Cost*

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.



# FUNCTIONAL COMPETENCIES

Competency: Managing the Job

## SETTING THE STAGE FOR EQUAL OPPORTUNITY AT WORKFORCE SOLUTIONS

1 Hour

No Cost

During this 1-hour session, participants will:

- Learn about updates to required EO documentation for the current program year,
- Discuss the requirements of the contractor and Board EO Officer, including responsibilities, conflicts of interest, affirmative outreach, and EO Training requirements.
- Review the Workforce Solutions EO Standards and Guidelines.

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

- Describe the supportive and compliant role of the EO Officer in the workforce system,
- Identify a variety of ways to provide access and opportunity to individuals with disabilities,
- Identify EO Notices and Communications,
- Locate upcoming EO Trainings,
- Respond to disability related inquiries and provide reasonable accommodations.



# FUNCTIONAL COMPETENCIES

Competency: **Data Analysis**

## TESTING AND ASSESSMENT: USING DATA TO DEVELOP EMPLOYMENT PLANS

*60-90 Minutes eLearning +  
1 Day Classroom*

*No Cost*

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.

**Related Self-directed Resource:** [TABE Online Desk Aid](#)



# FUNCTIONAL COMPETENCIES

## Competency: Career Development

### UNDERSTANDING FAMILY/DOMESTIC VIOLENCE

1-2 Hours

No Cost

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.

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.



## FUNCTIONAL COMPETENCIES

### Competency: Automated Responding Systems

## USING DOCUWARE, USING FACS, & USING FAMS

*60-90 Minutes Each*

*No Cost*

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 has an accompanying manual available by clicking on the Resources tab in the course.



# FUNCTIONAL COMPETENCIES

## Competency: Career Development

### WORKFORCE SOLUTIONS FINANCIAL AID

60-90 Minutes

No Cost

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 FACS, and DocuWare.

**Prerequisites:** Using DocuWare, Using FACS, and Using FAMS



# FUNCTIONAL COMPETENCIES

Competency: Career Development

## WORKFORCE SOLUTIONS FINANCIAL AID BASICS

1 Day

No Cost

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.



# FUNCTIONAL COMPETENCIES

## Competency: Career Development

### WORKFORCE SOLUTIONS PROFESSIONAL ACADEMY

4 Days

\$125/participant

The purpose of this four-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
- I AM Workforce Solutions - Did You Know
- WIT I & II
- TWIST Basics
- Labor Market Intelligence eLearning
- Conducting Customer Interviews eLearning
- Connecting the Dots: Homelessness & Employment



# FUNCTIONAL COMPETENCIES

Competency: Career Development

## WORKFORCE SOLUTIONS RESOURCES

1/2 Day

No Cost

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 list.



# FUNCTIONAL COMPETENCIES

Competency: Management/Supervision

## WORKFORCE SOLUTIONS SUPERVISORY SERIES

*Every Thursday for 10 Weeks*

*\$775/participant*

This is a 10-part curriculum customized for Workforce Solutions managers and supervisors. Participants meet every Thursday for 10 weeks. Topics include:

- Personal Style
- Communication Skills
- Team Skills
- Coaching
- On-the-Job Training
- Problem Solving
- Harassment Prevention
- Time and Stress Management
- Leadership
- Monitor Employee Performance
- Conducting a Performance Review



# FUNCTIONAL COMPETENCIES

Competency: **Career Development**

## **WORKING TOGETHER: TRACKING AND MANAGING SERVICES**

*1 Day*

*No Cost*

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:

- Use available tools and job aids to offer services to customers based on funding streams
- Enter services into TWIST
- Store documents in DocuWare with the appropriate label



# FUNCTIONAL COMPETENCIES

## Competency: Managing the Job

### WORKING VIRTUALLY - PROVIDING EXCELLENT CUSTOMER SERVICE

*2 Hours*

*No Cost*

In early 2020, life as we know it changed when the world shut down due to COVID 19. The way we interact with people and how we work will never again be the same. Whether you work from home, from the office, or a combination of the two, working virtually with customers and co-workers is here to stay. At the end of this course, you should be able to:

- List five best practices for working from home,
- Demonstrate active listening in a virtual environment,
- Explain how to create a professional work environment at home,
- Describe two ways you can track your production, and
- List three rules in video conferencing etiquette.



# UNIVERSAL COMPETENCIES

## Competency: Change Management

### ADAPTING TO CHANGE

*1/2 Day*

*\$100/participant*

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.



# UNIVERSAL COMPETENCIES

Competency: **Business Writing**

## **BASICS OF BUSINESS WRITING**

*Two part eLearning course  
+ Online Q&A session.  
(All parts are required)*

*\$39/eLearning session  
(\$78)/participant*

This blended 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.



# UNIVERSAL COMPETENCIES

Competency: Diversity

## CELEBRATING DIVERSITY

60-90 Minutes eLearning +  
3-Hour Webinar

\$25/participant

The purpose of this blended workshop is to increase your understanding of diversity and how it affects the workplace. The first part of this course is an eLearning on the fundamentals of diversity. It includes communication techniques that can be used to position diversity as a competitive advantage. The instructor led webinar is a discussion based on some of the common questions and issues that arise in regards to our diversity.

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.

**Self Study Resources:** Celebrating Diversity - Notes for Discussion



## Competency: Conflict Resolution

### CONFLICT RESOLUTION TECHNIQUES

1 Day

\$120/participant

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.



# UNIVERSAL COMPETENCIES

Competency: Collaboration

## CREATING A COLLABORATIVE CULTURE

*eLearning (60-90 minutes)  
+ Online Q&A session  
(Both parts are required)*

*\$25/participant*

What is collaboration and why is it important? Do you know the difference between collaboration, cooperation, and teamwork? Sign up for this eLearning experience to find out!

At the end of the course, you'll be able to:

- Define collaboration,
- Identify elements of a collaborative culture, and
- Practice, model and support collaboration in your work environment.



## UNIVERSAL COMPETENCIES

### Competency: Customer Service

## CUSTOMER SERVICE IN THE PUBLIC SECTOR

1/2 Day

\$100/participant

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.



## UNIVERSAL COMPETENCIES

### Competency: Problem Solving

## EFFECTIVE PROBLEM SOLVING

1 Day

\$100/participant

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.



# UNIVERSAL COMPETENCIES

## Competency: Communication

### INTERPERSONAL COMMUNICATION SKILLS

2 Days

\$150/participant

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.



## Competency: Workforce Development Systems

### NEW EMPLOYEE ORIENTATION

*30-60 Minutes*

*No Cost*

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.



# UNIVERSAL COMPETENCIES

## Competency: **Managing Self**

### **PERSONAL ACCOUNTABILITY**

*1/2 Day*

*\$100/participant*

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.



## Competency: Decision Making

### RATIONAL DECISION MAKING

1 Day

\$100/participant

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.



# UNIVERSAL COMPETENCIES

## Competency: **Managing Self**

### **TIME AND STRESS MANAGEMENT**

*1/2 Day*

*\$100/participant*

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.



# UNIVERSAL COMPETENCIES

Competency: Diversity

## VRS DIVERSITY TRAINING

*3 Hours*

*No Cost*

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.



# UNIVERSAL COMPETENCIES

## Competency: Team Work

### WORKING AS A TEAM

2 Days

\$150/participant

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.



# UNIVERSAL COMPETENCIES

## Competency: Diversity

### WORKING WITH DIVERSITY: A COMPETITIVE ADVANTAGE

1/2 Day

\$100/participant

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.



# UNIVERSAL COMPETENCIES

## Competency: Managing the Job

### WORKPLACE VIOLENCE

1 Day

\$100/participant

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.



## Other Training Resources

- Assessing Customer Job Search Tools (job aid)
- 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)
- Facilitator Tips (job aid)
- Providing Career Planning Resources (job aid)
- 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**









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