Workforce Solutions Staff Training Plan: Recruiter (ETC)

Name:	Date:	

Course	Duration	Scheduled	Completed
Trainings Completed by Contractor			
Organization's New Employee Orientation			
TWC IT Security – TWC online			
TWC Fraud Awareness – TWC online			
WS SG Fraud, Waste, Theft and Abuse			
NWI Prerequisite Trainings Completed for WS Profes	sional Academy	,	
Gulf Coast Workforce Solutions NEO – NWI online	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		
Celebrating Diversity (eLearning)	30-60 min		
Workforce Solutions Professional Academy			
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		
NWI Training Plan (does not include hours from Tech	nnical Assistance)	
Understanding Family/Domestic Violence (eLearning)	30-60 min		
Sexual Harassment (eLearning)	30-60 min		
Connecting the Dots: Homelessness and Employment (eLearning)	30-60 min		
Human Trafficking (eLearning)	30-60 min		
Basics of Financial Aid (classroom)	8 hours		
Ready, Set, Go! Creating a Job Posting (eLearning)	30-60 min		
Best Practices for Working with Employers (practicum)	4 hours		
Delivering Effective Workshops (classroom)	16 hours		
Effective Recruiting for Recruiters (classroom)	16 hours		

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Working a Job Posting (practicum) 4 hours TWIST Expanded (elearning) 30-60 min Using PACS (elearning) 30-60 min Using FAMS (elearning) 30-60 min Using FAMS (elearning) 30-60 min Assisting Customers in the Resource Room (practicum) 8 hours Best Practices for Facilitators (practicum) 4 hours Coaching for Better Results (classroom) 8 hours Conducting Orientations (practicum) 4 hours Counselor Notes (practicum) 4 hours Dealing with Criminal Backgrounds (practicum) 4 hours Developing an Employment Plan (practicum) 4 hours Generating Creative Solutions for Employers (classroom) 8 hours Greeting and Routing Customers (practicum) 8 hours Helping People Find Jobs (blended) 16 hours Managing Customer Services (classroom) 12 hours Motivational Interviewing Basics (blended) 8 hours Networking: Finding Job Opportunities Through People (classroom) 8 hours Presentation Skills (classroom) 8 hours Recognizing and Addressing Employment Challenges (clearning) 8 hours	Job Matching for Quality Referrals (practicum)	4 hours	
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Time and Stress Management (classroom) 4 hours			
Workplace Violence (classroom) 8 hours			

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BOLD denotes Core courses

Check the training calendar on the <u>NWI LMS</u> or at <u>http://www.wrksolutions.com/staff-resources/performance-improvement</u> 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.

