

APPENDIX B PREVIOUSLY OFFERED TRAINING PROGRAMS

The following are examples of training courses previously offered to state and local staff which may or may not be offered in the future.

Business Services

Surveying Customers

Well-constructed surveys can provide a wealth of information to help you develop strategies to better serve your community. In this session you'll discover how to learn more about the needs and expectations of both your business and job seeking customers.

Balanced Scorecard

Performance management requires that local systems meet certain federal performance measures. This seminar covers a private sector technique to track the "temperature" of a One-Stop business and explains why it is important to establish such a scorecard.

OJT and Customized Training Contracts

This course is designed for workforce system managers and administrators interested in using OJT and customized training to better serve both job seeker and business customers, and improve performance standard results.

Business as Customers

Employers are critical customers of the workforce system. This seminar will help front line workers and supervisors understand the concepts associated with treating employers like the important customers they are.

Outreach to Employers

Reaching out to the business community involves effective communication of services and the benefits of those services to employers.

Job Development: Making the Sale

Developing job openings or making a match between job seekers and existing openings is about solid sales techniques.

Continuous Improvement

WIA 101

The Workforce Investment Act and its One-Stop system structure may seem daunting to new employees and partner organizations. This seminar will help to demystify the intent of the law and delivery of services authorized under the law.

WIA 201

For those who are ready for further understanding of the Workforce Investment Act, this seminar will provide a more in-depth exploration of building the One Stop system, service delivery, and business customer focus under WIA.

Malcolm Baldrige Quality Principles

The Malcolm Baldrige Quality Principles provide a framework around which workforce development systems may be developed. This seminar offers instruction on those principles and how they should be applied to administration and operation of those systems.

WIA Reauthorization

This session provides a briefing on the changes Congress is creating to the Workforce Investment Act.

Government Performance and Results Act

The Office of Management and Budget (OMB) and other Federal agencies have developed performance measures for certain programs with similar goals. This seminar will cover those measures that apply to employment and training programs and how organizations can work together to meet and exceed performance goals.

Facilitating Career Decision Making

This comprehensive instructional workshop focuses on skills that front-line staff need in order to assist customers in making career decisions.

Customer Service

Customer Flow

This seminar will explore ways to ensure that customer services are delivered in the most effective manner using integrated services of the One-Stop Center.

Customer Service and Satisfaction

This seminar will explore methods for measuring customer satisfaction with One-Stop services and using that information to improve service delivery.

Registration Activities

The point in the service cycle at which customers are registered has a significant impact upon performance outcomes. This seminar presents strategic considerations for customer registration decisions.

Resource Room Management

The services and options available to customers who use the resource room are critical to the development of a comprehensive One-Stop system. This seminar will present examples of effective resource room design and management techniques.

Services In a One-Stop

This seminar will explore effective One-Stop service design using interagency collaboration and integration of services.

Job Seeker Services

Facilitating Career Decision Making

This comprehensive instructional workshop focuses on skills that front-line staff need in order to assist customer in making career decisions.

Job Seeker Motivation

Helping those who don't seem to want to help themselves is an uphill battle at best. Designed for those who help prepare job seekers for the workforce, this session will explore the complexities of motivation and how you can help your customers tap into their own reservoir of incentive and drive.

Professional Development

Grant Writing

Learn more about effective grant writing skills that are critical to helping organizations survive in today's competitive funding environment.

Professional Development

A variety of sessions to enhance the skills of Ohio's workforce development professionals.

Service Integration

WIA – Trade Integration

This seminar will explore examples of the most effective practices for integrating WIA and Trade Services.

Labor Exchange Integration

This seminar will explore effective One-Stop designs using inter-agency collaboration toward integrating WIA and Labor Exchange services.

Dislocated Worker

Early Warning

This seminar explores how Ohio can create early warning networks to address business retention and layoff aversion.

Oversight

Monitoring

In order to ensure fiscal and programmatic compliance with Federal, State, and Local requirements, effective and ongoing monitoring and oversight is essential. This seminar focuses on effective techniques to ensure program integrity.