**Workforce Solutions Staff Training Plan: *Training & Education Coordinator***

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- | --- | --- | --- |
| Course | Duration | Scheduled | Completed |
| *Trainings Completed by Contractor* | | | |
| Organization’s New Employee Orientation *(if offered)* |  |  |  |
| TWC IT Security – TWC online |  |  |  |
| TWC Fraud Awareness – TWC online |  |  |  |
| *NWI Prerequisite Trainings Completed for WS Professional 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 |  |  |
| *Workforce Solutions Professional Academy* | | | |
| * I AM Workforce Solutions | Day 1 |  |  |
| * Working with Diversity | Day 1 |  |  |
| * Excellence in Customer Service | Day 2 |  |  |
| * Greeting and Directing Customers | Day 2 |  |  |
| * Labor Market Intelligence\* | Day 2 |  |  |
| * WS Services and Resources | Day 3 |  |  |
| * WS Job Search Seminar | Day 4 |  |  |
| * Conducting Customer Interviews\* | Day 5 |  |  |
| *NWI Training Plan (does not include hours from Technical Assistance)* | | | |
| Understanding Family/Domestic Violence online | 30-60 min |  |  |
| Sexual Harassment – NWI online | 30-60 min |  |  |
| Quality Applications & Referrals practicum | 4 hours |  |  |
| Counselor Notes practicum | 4 hours |  |  |
| Effective Recruiting classroom | 16 hours |  |  |
| Working a Job Posting classroom | 4 hours |  |  |
| Dealing with Criminal Backgrounds practicum | 4 hours |  |  |
| Basics of Business Writing classroom | 16 hours |  |  |
| Interpersonal Communication Skills classroom | 16 hours |  |  |
| Working as a Team classroom | 16 hours |  |  |

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| Labor Market Intelligence Webinar\* | 1 hour |  |  |
| Testing and Assessment eLearning\* | 1 hour |  |  |
| Testing and Assessment lab\* | 8 hours |  |  |
| Conducting Job Developments eLearning | 30-60 min |  |  |
| Rational Decision Making classroom | 8 hours |  |  |
| Networking classroom | 4 hours |  |  |
| Effective Problem Solving classroom | 8 hours |  |  |
| Job Posting Notes eLearning | 30-60 min |  |  |
| Personal Accountability classroom | 4 hours |  |  |
| Time & Stress Management classroom | 4 hours |  |  |

\*Denotes blended courses

Check the training calendar on the [NWI LMS](https://lms.latitudelearning.com/home/asp_main.aspx?sCode=NWILMS) or at <http://www.wrksolutions.com/staff-resources/performance-improvement> 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.

