Workforce Solutions Staff Training Plan: *Recruiter (Career Office)*

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 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		
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 Technical 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**		
Effective Recruiting for Recruiters (classroom)	**16 hours**		
Job Matching for Quality Referrals (practicum)	**4 hours**		

Working a Job Posting (practicum)	**4 hours**		
TWIST Expanded (eLearning)	30-60 min		
Using DocuWare (eLearning)	30-60 min		
Using FACS (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		
Delivering Effective Workshops (classroom)	16 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)	4 hours		
Presentation Skills (classroom)	8 hours		
Recognizing and Addressing Employment Challenges (eLearning)	30-60 min		
Testing and Assessment: Using Data to Develop Employment Plans (blended)	8 hours		
What is a Hire (classroom)	2 hours		
Workforce Solutions Financial Aid (blended)	24 hours		
Workforce Solutions Job Search Seminar for Staff (classroom)	8 hours		
Workforce Solutions Resources (practicum)	4 hours		
Working Together: Tracking and Managing Services (classroom)	8 hours		
Adapting to Change (classroom)	4 hours		
Basics of Business Writing (classroom)	16 hours		
Conflict Resolution Techniques (classroom)	8 hours		
Effective Problem Solving (classroom)	8 hours		
Interpersonal Communication Skills (classroom)	16 hours		
Maybo: Workplace Safety Training (classroom)	8 hours		
Personal Accountability (classroom)	8 hours		
Rational Discussion Making (classroom)	8 hours		
Time and Stress Management (classroom)	4 hours		
Working as a Team (classroom)	16 hours		
Workplace Violence (classroom)	8 hours		

BOLD denotes Core courses

Check the training calendar on the [NWI LMS](NWI LMS) 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.