



WS 09-07

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To: All Contractors

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Subject: Workforce Solutions Seminars

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## Purpose

Update instructions for providing Workforce Solutions job search seminars. This issuance rescinds *WS Issuance 07-10: Job Search Seminars*.

## Background

We offer our customers seminars to help them look for work and go to work. We use a standard curriculum, including the *Workforce Solutions Job Search Seminar, Landing That First Job!* and *Rebranding Your Skills* (available in classroom and online formats). We've also broken the Job Search Seminar into smaller parts that can be offered separately.

Earlier this year we began the process of moving our seminars out of our offices and into community locations. We will also soon begin experimenting with offering seminars through live and saved webinars.

Our goal is to provide better and easier access to seminars for customers. Over time, we expect that we'll conduct almost all our seminars through electronic media and in community locations, not our offices.

To help with this process, we've started the regional facilitator team. This team is currently small, but will grow over time as the need grows for greater coordination and teamwork to present high quality service for our customers in our community. The regional facilitator team functions much as the regional quality assurance team does, with a leader and staff contributed from system contractors.

## Delivering Effective Workshops

We developed a class for staff called *Delivering Effective Workshops*. It provides staff with the knowledge and skills required to effectively guide customers through our job search seminars.

- Any staff member who delivers seminars must complete the *Delivering Effective Workshops* class and pass the post-test. In addition to seminar facilitators and outplacement staff, we suggest that resource specialists, employment counselors, personal service representatives, their supervisors and managers also take the class as time permits.

## Seminar Materials

For the *Job Search Seminar* (and its parts), *Landing That First Job!* and *Rebranding Your Skills*, materials available for facilitators include:

- A participant guide for staff
- An instructor's guide
- A set of PowerPoint slides
- Copies of the seminar handbook for customers (available through the COIN system)

We provide materials to staff when they complete the required preparatory course for teaching seminars.

## Using Seminar Materials

Any staff member presenting a Workforce Solutions' seminar may only use our standard curriculum for that seminar.

- Facilitators may exercise some creative judgment when providing the seminars, such as using additional activities and offering the seminar in modules. The seminar workbook is organized into several modules and lends itself to being taught in 2-3 hour chunks.
- If you choose to offer the seminar in modules, do not rename the modules, and do not leave out any of the course material.
- You may only use the standard names for our seminars.
- Do not make photocopies of the handbooks or handbook materials to give to customers. Do not print portions of the handbooks or handbook materials to give to customers. Give full handbooks, available through the COIN system, to customers.
- Use the system's marketing flyer to advertise seminars in and out of the offices.
- Office contractors bear the cost of producing handbooks for customers after the supply which H-GAC makes available is gone.
- If you have suggestions for additional job search seminar topics, or revisions to existing curricula, send them to [jenny.johnson@wrksolutions.com](mailto:jenny.johnson@wrksolutions.com).

## Regional Facilitator Team

The Regional Facilitator Team includes staff from all three office contractors. Jenny Johnson leads and coordinates the activities of the team.

As the team's coordinator, Jenny is responsible for:

- Establishing the seminar schedule by working with career offices, libraries, and community organizations to make sure job search seminars are available to customers throughout the region;
- Establishing one set of names for seminar classes throughout the system;
- Vetting and approving facilitators to serve on the team;
- Ensuring there are a sufficient number of skilled facilitators assigned to the team to meet the needs of our customers; and
- Assigning facilitators to seminars/events.

Facilitators on the team are responsible for:

- Notifying the coordinator when absent or unable to complete an assignment.
- Attending training before delivering the seminars and attending regularly scheduled workshops to improve the quality of the seminars.

Career office contractors are responsible for:

- Providing at least two dedicated facilitator staff to serve on the team.
- Providing additional facilitators for regional needs when the team coordinator requests help. We expect contractor management to assign a facilitator and send confirmation to the coordinator within 48 hours of the request.
- Assigning facilitators to take the place of absent facilitators as needed and notify the coordinator when this occurs.
- Notifying Jenny and Dat Nguyen [dat.nguyen@wrksolutions.com](mailto:dat.nguyen@wrksolutions.com) of all scheduled seminars (date, time, location, name of seminar, seminar leader).

## Expectations

We expect contractors will:

- ✓ Help customers find the next available seminars that meet their needs.
- ✓ Maintain the quality and level of professionalism reflected in our curricula when delivering seminars.
- ✓ Use the materials we have provided for seminars, including seminars we provide as part of outplacement activities.
- ✓ Provide customers with professionally printed copies of handbooks, not photocopies.
- ✓ Assign facilitators to the Regional Facilitator Team and cooperate with the Regional Facilitator Coordinator to make sure customers are provided service as scheduled.

- ✓ Notify Jenny Johnson and Dat Nguyen of all seminars you schedule.

## Questions

Staff should first ask questions of their managers or supervisors. Direct questions for Board staff to the staff web Q&A at <http://wrksolutions.com>.