

STAFF TRAINING COMMITTEE

Part of the American Job Center Operations and Partnership Work Group

Updates as of September 18, 2015

The Staff Training Committee recommended seven areas upon which to focus training. In particular, the content of the first item below – customer service – was a common theme throughout the committees.

1. **Customer service** training (internal and external) including common intake, getting creative, removing barriers, reasonable accommodations, understanding generational differences, understanding commonalities in hard-to-serve and UI populations, and diversity and sensitivity training to work with the hard-to-serve customers (overlaps with *Customer Flow Committee* in particular)
2. Effective **case management** strategies training
3. **Industry and occupational demands** training – how to effectively use LMI to assist customers
4. Principles of **continuous improvement** training (a focus under WIOA)
5. Ongoing, evolving **staff development** (online and classroom), including certification training for staff who have yet to attain credentials, computer, and social media skills (overlaps with *Technology* and *Customer Flow Committees*)
6. Ongoing **partner cross-training** – starting with UI regional training and partners who are currently at the Center broadening to other prospective partners (overlaps with *MOU/RSA* and *Customer Flow Committees*)
7. Ongoing **business services/industry sector and product training** (business services staff, front-line staff, partner staff, etc.) to better educate staff regarding KSAs businesses are seeking; in turn, staff will be able to educate job seekers

Our goal is to offer suggestions regarding how staff training in these seven areas can be achieved while tapping into staff members' talents and skills as much as possible to serve as trainers.