

American Job Center Operations and Partnership Work Group

STAFF TRAINING COMMITTEE RECOMMENDATIONS

(Per feedback and meeting of 5/21/2015)

Basic areas upon which to initially focus*:

- **Customer service** training (internal and external) including common intake, getting creative, removing barriers, 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*)
- Effective **case management** strategies training
- **Industry and occupational demands** training – how to effectively use LMI to assist customers
- Principles of **continuous improvement** training (a focus under WIOA)
- 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*)
- Ongoing **partner cross-training** – starting with which partners are currently at the Center broadening to other prospective partners (overlaps with *MOU/RSA* and *Customer Flow Committees*)
- 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

* Incorporating suggestions from other committees and work groups

Revised: 6/15/2015