

# Workforce Professionals Training Institute

## CUSTOMER FOCUS TRAININGS

### **The Art of Assessment: Tools to Evaluate Skills and Abilities**

**Target Audience:** Career Coaches, Case Managers, Instructors, Intake Specialists, Internship Coordinators, Employment Specialists, Program Supervisors

Assessment is an integral part of workforce development. It correlates directly with longer-term retention outcomes, and, when administered correctly, it offers practitioners feedback to help sharpen their approach to preparing job seekers for education and career aspirations.

However, the assessment process uses a wide variety of standardized tools, often of mixed value, which makes choosing the right tool challenging—not to mention difficult to understand and interpret to job seekers in a way that is most helpful.

Throughout this training, practitioners will learn about assessment strategies best suited for job seekers participating in workforce development programs with a focus on three areas:

- Strength Based Assessments;
- Educational Assessments; and
- Career Coaching Assessments.

#### **Upon completion of this course, participants will be able to:**

- Think like an “assessor;”
- Determine which assessment methods, strategies and tools best suit a particular situation;
- Better assess the status of participant progress on specific skills and content;
- Assess workplace skills and behaviors and identify barriers to success;
- Use results to plan more effective workshops that enhance participants’ learning; and
- Identify job seeker potential and determine the most effective development solutions to ensure they reach their potential.

### **Career Pathways: An Innovative Framework for Worker Advancement**

**Target Audience:** Program Staff, Program Directors

This interactive workshop gives an overview of the Career Pathways Framework and helps program staff think about how they can implement the elements that make sense for their agency and their job seekers. We will review definitions, research, and rationale regarding Career Pathways. Several models and resources will be presented. Participants will use their own experience to inform their understanding. We will discuss scaling and replication options. Participants will consider their sphere of influence and how they can most effectively implement elements of the framework.

#### **Upon completion of this course, participants will be able to:**

- Understand the Career Pathways framework;
- Rethink program and service strategy to support career entry and advancement in target sector(s); and
- Identify next steps about what you can do to make Career Pathways work for you.

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## Connecting With Foster Care to Serve Youth

**Target Audience:** Program Staff, Program Directors

Youth workforce development organizations can significantly impact the success of foster care youth through a more systematic approach with foster care providers. This training is designed to assist providers in understanding the structures of foster care in New York City and key opportunities to make sustained referrals to enroll youth in care into your programs.

**Upon completion of this course, participants will be able to:**

- Understand the New York City foster care system;
- Understand barriers to employment for youth in care and best practices for supporting them; and
- Become familiar with the range of resources and opportunities for collaboration available to help support young people in their job search.

## Discovering Passions and Exploring Careers: Helping Youth Think Beyond Just a 'Job'

**Target Audience:** Career Coaches, Case Managers, Employment Specialists, Internship Coordinators, and Job Developers

Practitioners are often challenged with finding careers that satisfy their job seekers' short term earning goals and have real growth potential and advancement opportunities. Attend this training to learn how you can help job seekers identify careers that stimulate their interest while motivating them to get out of bed each morning, dress for success, and continually pursue their aspirations!

**Upon completion of this course, participants will be able to:**

- Show job seekers that job shadowing and career exploration can lead to new opportunities;
- Use informational interviews as a tool to inspire job seekers to take a genuine interest in their career path;
- Address challenges involved in searching for the right career that will lead to professional growth, and coach job seekers about different career paths; and
- Emphasize the importance of networking in the job hunt for a fulfilling and rewarding career.

## Employer Engagement: Securing Quality Job Leads and Deepening Employer Relationships

**Target Audience:** Early to mid-career Job Developers, Account Managers, Business Development Managers, Employment Specialists, Internship Coordinators, and Work Readiness Trainers

During this training, you will learn how to detect the open and hidden needs of employers and use that to further develop your sales pitch, refine your strategies for matching job seekers, engage the right businesses, and build lasting employer relationships.

**Upon completion of this course, participants will be able to:**

- Understand the fundamentals of what employers really need and how to best engage them;
- Enhance their prospecting, including the give-and-take of sales;
- Use Labor Market Intelligence to leverage new business opportunities and develop a wider and more refined reach;
- Better align their organization's offerings and competencies with those of their targeted business markets; and
- Develop strategies for partnering with businesses that cultivate long-term relationships.

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## Employment Strategies for Job Seekers With Criminal Histories

**Target Audience:** Program Staff

For the more than 60,000 New Yorkers behind prison bars and the tens of thousands more who cycle through the court system, probation, and parole each year, the impact of a criminal record will be felt long after they have paid their dues. The high barriers to employment they often face combine to lock these individuals into low-wage jobs-- or out of the job market all together. Yet, there is finally broad recognition in the public and private sector that not only is this situation unjust and inhumane, but that the economy is dependent on the integration of this population's talent. There is great potential for workforce practitioners to apply strengths-based approaches to helping individuals with criminal records get a foot in the door and develop career pathways.

In this training, you will learn concrete strategies to empower your participants through every step of the job search process, as well as legal aid and anti-discrimination resources targeted to assisting you and the clients you serve to successfully navigate the New York justice system and achieve self-sufficiency.

**Upon completion of this course, participants will be able to:**

- Stay up-to-date with law and policy relating to employment and criminal records;
- Help job seekers with criminal records to prepare for and succeed in their job search; and
- Gain strategies to overcome employer resistance and build employer relationships.

## Facilitation Essentials

**Target Audience:** Career Coaches, Employment Counselors/Case Managers, Employment Educators and Employment Trainers, Front-Line Managerial Staff, Life Skills Instructors/Facilitators, Program Managers, Retention Specialists, Vocational Counselors and Certified Vocational Rehabilitation Counselors (CRCs), and Workshop Facilitators

Workforce professionals are increasingly being called upon to lead workshops for participants from diverse backgrounds. Designing and implementing dynamic and empowering workshops requires staff to be equipped with effective training design and facilitation methods. This hands-on workshop will teach the principles of workforce development instruction and will prepare participants with the strategies and resources necessary to create a learning environment that is safe, respectful, challenging, and engaging of multiple learner styles.

**Upon completion of this course, participants will be able to:**

- Understand the essential traits of an effective facilitator and the elements of workshop design;
- Identify different approaches for customizing workshops to support academic, industry, and employability standards;
- Create a lesson plan using strategies and techniques from the lesson;
- Know training methods that engage a variety of learning styles;
- Build trust and rapport to create a classroom environment that is safe, enjoyable, and conducive to learning.

## Fostering Change from Within: The Art of Motivational Interviewing

**Target Audience:** Career Coaches, Case Managers, Internship Coordinators, Employment Specialists, Job Developers, Retention Specialists

People are motivated to change for any number of reasons, such as compliance with authority, fear of punishment, or a pressure to “fit in” with their peers. Change that is motivated by such external factors is often short-lived, but individuals whose motivation comes from internal factors try harder, are more satisfied, and often are more adept at handling changes over a longer period of time.

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In this training, you will learn three basic factors that impact internal motivation and proven techniques targeted at overcoming resistance. Motivational Interviewing is a non-confrontational style of interaction that will enhance your skills and the confidence to encourage positive change in your participants.

### **Upon completion of this course, participants will be able to:**

- Develop strategies to improve adherence and retention in their programs;
- Utilize strategic questions and statements to encourage youth to talk about challenges in a positive manner;
- Use the “OARS” technique to foster change;
- Establish a strengths-based approach into everyday practice; and
- Avoid Motivational Interviewing traps.

### **Internship Development 101**

**Target Audience:** Employment Specialists, Internship Coordinators, Program Supervisors and Directors

An Internship can offer youth new knowledge and skills for the workforce and employers the opportunity to see firsthand what an intern has to offer should they be hired fulltime; yet, most internship experiences fall short of these objectives.

Internship development requires a strategic approach, especially with young people for whom this experience may be their first exposure to the world of work. Successful youth internship programs incorporate youth development principals while focusing simultaneously on the needs of employers. Throughout this day course, you will develop the tools necessary to maximize the internship experience for your program, the intern and the employer by focusing on three core areas:

1. Training youth for the internship experience
2. Coaching employers with strategies to supervise and engage the intern
3. Coaching interns to seize new learning opportunities that lead to permanent employment

### **Upon completion of this course, participants will be able to:**

- Formalize the Internship process;
- Increase communications between staff and site Supervisors;
- Engage youth and site super visors to their roles in the internship experience; and
- Leverage untapped assets to promote retention and career advancement.

### **Job Development Essentials: Partnering with Employers to Make the Right Match**

**Target Audience:** Early to mid-career Job Developers, Account Managers, Business Development Managers, Employment Specialists, Internship Coordinators, and Work Readiness Trainers

As a job developer, matching job seekers to the right opportunities is daunting enough, right? Businesses are equally, if not more, overwhelmed by the task of recruitment. In this course, you will learn about the job development continuum and how to effectively understand employers’ needs, get new business, make the right placement matches, and begin to build loyalty among business customers. With lessons from business development pros, you will come away from this training with a better understanding of how businesses think, and why they need you as much as you need them.

### **Upon completion of this course, participants will be able to:**

- Gain an essential understanding of what account management is and how to approach your role with a business-focused mindset;

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- Understand the necessary basic competencies needed to be successful at connecting and retaining employer relationships;
- Gain an understanding of how to develop your personal competitive edge;
- Learn new strategies for prospecting new business accounts;
- Address and overcome business objections and concerns; and
- Develop basic business retention strategies.

### **LMI 101: Finding, Using, and Understanding Labor Market Intelligence**

**Target Audience:** Career Coaches, Case Managers, Facilitators, Job Developers, Program Directors, Work Readiness Instructors

Labor market intelligence can be a powerful tool for workforce development organizations. It can be used to track growth industries, identify businesses that are likely to hire people, and gain knowledge about high demand occupations. Additionally, LMI data can be utilized to understand career ladder opportunities, discover parallel professions for skill sets, determine training needs, ascertain prevailing wage rates and get a handle on short-, medium- and long-term trends in the local, regional and national economy. Making sense of it all, however, can be challenging.

Join WPTI for an interactive ½ day training that will teach you how to find, use and understand Labor Market Intelligence. Learn how LMI can make your approaches to finding employment opportunities even more effective.

#### **Upon completion of this course, participants will be able to:**

- Identify promising industries, occupations and career pathways for customers;
- Generate employment and internship opportunities;
- Shape program design to prepare customers for the right jobs; and
- Develop a sectorial approach to job development.

### **LMI 201: Making the Shift from Information to Labor Market Intelligence**

**Target Audience:** Career Coaches, Case Managers, Facilitators, Job Developers, Program Directors, Work Readiness Instructors

As a workforce provider, you know that labor market information (LMI) is an essential tool for your practice. However, many practitioners are challenged with putting the information together so that it provides a clearer picture that informs their practice. During this workshop, participants will learn the steps to finding, assembling, and combining multiple sources of intelligence, making sense of it all, and keeping it up to date.

This training is designed for practitioners who are able to locate and understand information about wages, employment, growth projections, and educational requirements from websites like O\*NET, CareerZone, BLS, and/or the New York State Department of Labor. It is especially useful to workforce professionals using sector- or occupation-specific strategies.

#### **Upon completion of this course, participants will be able to:**

- Enhance their understanding of LMI through hands-on activities;
- Gather readily available data and identify intelligence from other relevant sources;
- Assemble the intelligence they've gathered into a meaningful tool they can use on the job;
- Learn to create and maintain a labor market "intel report" that is tailored to their program needs; and
- Develop a plan for keeping their information up to date.

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## Motivating Mandated Participants in Workforce Programs

**Target Audience:** Case Managers, Internship Coordinators, Job Developers, and Retention Specialists

Workforce development organizations play a vital role connecting the over 400,000 individuals on New York City's public assistance rolls to long-term employment and self-sufficiency. Increasing federal and state pressure, combined with a more diverse and often harder-to-serve program population, can challenge even the most effective workforce practitioners. Join us for this one-day exploration of strategies for serving mandated participants.

**Upon completion of this course, participants will be able to:**

- Engage mandated participants to reduce drop-off;
- Instill a work culture for participants with limited work histories;
- Integrate mandated and voluntary participants in the same classroom;
- Address substance abuse and criminal history barriers to employment;
- Maximize program impact in the constrained time available;
- Use strategies to meet and exceed performance requirements;
- Navigate the public benefits system; and
- Mitigate loss of benefits following employment.

## One Step at a Time: Integrating Career Ladders into Workforce Development

**Target Audience:** Case Managers, Employment Specialists, Job Developers, Program Directors, Retention Specialists, and Work Readiness Instructors

Many workforce development programs talk about career advancement, but few actually incorporate formal career planning into their services. Creating long-term self-sufficiency is the ultimate goal of workforce development, yet many of the jobs in which we place people pay at or near the City minimum wage of \$11 an hour – less than \$23,000 per year for full-time work and far below the level needed to survive without assistance in New York City. Without opportunities for advancement, these individuals will never escape the shackles of poverty.

**Upon completion of this course, participants will be able to:**

- Identify sources of Career Ladder information for the New York City economy;
- Create visual Career Ladder models that capture the attention – and imagination – of participants;
- Use Career Ladders to increase the appeal of entry level positions;
- Learn how to tap into education, training and skills upgrade opportunities for existing workers;
- Shift program focus from placement and retention to career development; and
- Integrate Career Ladders into all aspects of your program.

## Pitch with Persuasion: Sharpening Your Employer Engagement Skills

**Target Audience:** Account Managers, Business Development Managers, Employment Specialists, Internship Coordinators, Job Developers, and Work Readiness Instructors

When it comes to engaging businesses for internships and employment opportunities, employers want to know what's in it for them, but how do you create a win-win partnership? Your initial pitch to an employer is the 1st step! This interactive workshop will help practitioners define and market the value-add of their services to employers, learn the five steps to making a successful pitch, and overcome employer

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resistance. Workshop attendees will have the opportunity to refine and practice their pitches, “speed dating” style, with colleagues in the field.

### **Upon completion of this course, participants will be able to:**

- Develop a clear and succinct pitch that responds to employer needs;
- Understand that what you say and how you say it can overcome employer resistance to hiring young people; and
- Learn effective strategies to engage employers and maximize end results.

### **Retention Strategies that Get Results**

**Target Audience:** Career Coaches, Case Managers, Employment Specialists, Job Developers, Life Skills Instructors, Retention Specialists, Work Readiness Instructors, and Workshop Facilitators

Retention is central to the mission of workforce development, and is a strategy that goes beyond collecting paystubs and distributing MetroCards. A successful retention strategy requires a comprehensive approach that effectively empowers job seekers to manage their job search, take charge of their career advancement, and obtain economic stability. In this training, you will learn how to infuse the message of retention into every aspect of your program from day one and implement real working strategies for the four distinct areas of retention outcomes:

1. Program retention
2. Employment retention
3. Engagement after placement
4. Long-term self-sufficiency

### **Upon completion of this course, participants will be able to:**

- Strengthen connections between practitioners and job seekers and offer services that keep job seekers engaged;
- Offer services that keep job seekers engaged;
- Create a high-performance environment that promotes and supports long-term self-sufficiency;
- Implement retention rewards and incentives that work (low-cost or free); and
- Use effective communication methods to retain participants after job placement.

### **The Science of Self-Direction: Empowering Job Seekers to Effectively Manage Their Job Search Process**

**Target Audience:** Career Coaches, Case Managers, Employment Specialists, Internship Coordinators, and Work Readiness Instructors

Workforce development can be a juggling game—practitioners must deal with managing employer relationships, encouraging participants, and meeting numbers on a daily basis. Making sure that job seekers understand that they are their most valuable asset may just be the key to allowing this juggling act to run more smoothly. Learning the skills to motivate participants to take matters in their own hands will not only increase the likelihood of placement, but also give you the opportunity to focus your attention where it is most needed.

### **Upon completion of this course, participants will be able to:**

- Develop action plans that encourage job seekers to utilize their job search strategy that includes sending out resumes and reaching out to employers on a regular basis;
- Effectively empower job seekers and communicate the benefits of employing an autonomous approach to their job search; and
- Establish goals with job seekers that encourage them to take responsibility and manage their job search process.

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### Searching for Success: Dynamic Coaching Strategies that Get Job Seekers Hired!

**Target Audience:** Career Coaches, Case Managers, Employment Specialists, Job Developers, Program Directors, and Work Readiness Instructors

This interactive full day training will introduce participants to the core elements of career coaching. The session will provide an overview of the first steps to preparing individuals for successful career paths that lead to self-sufficiency, as well as offer new techniques to effectively coach job seekers through the employment continuum and reduce obstacles encountered during the job search process. Participants will also learn new skills to increase their understanding of how to use labor market information to guide the job seeker in identifying viable career options across different sectors.

**Upon completion of this course, participants will be able to:**

- Use skills assessments, goal setting, and positive thinking techniques with job seekers;
- Hone an effective 60 second self-marketing pitch; and
- Develop résumés that impress employers.

### Transforming Job Seeker Resistance

**Target Audience:** Career Coaches, Case Managers, Facilitators, Job Developers, Program Directors, Retention Specialists, and Work Readiness Instructors

Each one of your participants has their own story. Before enrolling in your program, they may have only imagined their life experiences as barriers to success. Although these experiences may be the basis for resistance, the same experiences also have the potential to propel them into job placement and self-sufficiency. This training will address strategies to help you transform resistance into economic self-sufficiency for your job seekers.

**Upon completion of this course, participants will:**

- Identify the unique potential and opportunities in job seekers' past and present experiences;
- Develop specific strategies to manage resistance and shift a job seeker's mindset to one that is focused on strengths and opportunities;
- Practice strategies to effectively engage job seekers in work readiness;
- Share best practices and new ideas from field practitioners; and
- Access useful resources to help reinforce a strengths-based approach and shift from resistance to active and positive engagement.

### Using a Trauma Lens in Workforce Development

**Target Audience:** Program Staff

Trauma refers to experiences or enduring conditions that take away our sense of safety or control-- and nearly half of all children in the U.S. have experienced trauma including abuse, neglect, separation from loved ones, poverty, and community violence (Data Resource Center for Child & Adolescent Health). Using a "trauma lens" means understanding that both trauma and survival continue to impact our brains and bodies long after the actual events or circumstances have passed. There is incredible potential for staff in workforce development programs to create healing spaces and relationships-- but this is much easier said than done when the staff's role involves working on accountability, responsibility, and limit-setting with program participants.

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Join us for this interactive workshop especially designed for workforce professionals, where you will gain a framework for understanding trauma and its impact on survivors and on helpers, and leave with strategies for bringing a trauma lens to your program.

### **Upon completion of this course, participants will be able to:**

- Define trauma, vicarious trauma, and resilience;
- Understanding the widespread impact of trauma in society;
- Apply a trauma lens to unique challenges and opportunities in workforce development programs;
- Utilize promising practices in trauma-informed programming for participants and for staff; and
- Create an action plan for self-care.

### **Work-Based Learning Toolkit Training**

**Target Audience:** Career Coaches, Case Managers, Job Developers, Internship Coordinators, and Program Directors

As workforce practitioners well know, career pathways for young people often begin with exposure to the workplace along with meaningful relationships with positive adults. How can you connect your participants to the most high-impact Work-Based Learning experiences? In this session, we explore various work-based learning experiences, including workplace tours, workplace challenges, and career mentoring, and how to incorporate them into your program.

### **Upon completion of this course, participants will be able to:**

- Deepen their understanding of the Career Development continuum in Work Based Learning;
- Get started on implementing specific activities and quality measures for work-based learning experiences; and
- Have an action plan for implementation of work-based learning activities.

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## LEADERSHIP AND MANAGEMENT TRAININGS

### **Community Sponsorship 101: Securing Funds for Program Initiatives**

**Target Audience:** Program Leadership and Staff involved in fundraising

Fundraising for different initiatives can be challenging in the non-profit world, especially during this tough economic environment with limited funding opportunities. This workshop will help you target the right audience and develop the knowledge and skills necessary to attract needed resources to support your program initiatives.

**Upon completion of this course, participants will be able to:**

- Pitch the benefits of your program to community sponsors;
- Convince potential funders that your organization is the right funding choice;
- Develop the skills to prepare a quality proposal that will further your cause and attract funding;
- Identify and target the right audience; and
- Develop concrete skills to build and maintain ongoing relationships with community sponsors.

### **Leading with Confidence 101: Practical Strategies to Help Build the Skills of New and Aspiring Supervisors**

**Target Audience:** First-time Managers and High Potential Employees on Management Track

This training course is a highly interactive course designed for new and aspiring supervisors who want to grow their management skills and get on the fast track to achieving leadership success. Becoming a new supervisor means increased responsibilities, taking on greater challenges, relating to colleagues in different ways, and acquiring new leadership skills.

Many first-time supervisors are often unprepared for the demands of this new role. The leap from worker to supervisor can be a daunting task that often leaves staff feeling anxious, overwhelmed, isolated and stressed. This training will cover proven management techniques and practical strategies you need to become a stronger, more confident leader.

**Upon completion of this course, participants will be able to:**

- Understand leadership fundamentals and issues all new supervisors/managers face;
- Overcome the initial fears and anxieties of supervising others;
- Develop their personal leadership strengths;
- Gain communication techniques that earn the trust and respect of team members, peers, and managers;
- Foster a culture of cooperation and collaboration among employees and peers;
- Manage their time, priorities and projects to increase productivity;
- Build and motivate your team; and
- Develop an action plan for your first 90-120 days.

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## Leading with Confidence 201: Achieving New Dimensions of Success

**Target Audience:** Mid-Level and Senior Managers

Emerging leaders understand that it is vitally important to consider the multiple dimensions of organizational and team success. That success goes beyond “getting results” and hinges on how the work happens and how people relate to each other during implementation.

In this one-day, highly interactive course designed for mid-level and senior managers, you will learn about three important dimensions of success: results, process, and relationship (RPR). The RPR model encourages leaders to better understand varying leadership and work styles in addition to proven strategies for creating a more satisfying work experience, a higher level of productivity, and sustainable results.

Trainees will participate in activities that encourage a balanced view of what “success” really looks. Additionally, you will work to develop an action plan for applying the three dimensions of success for your team and organization.

### Upon completion of this course, participants will be able to:

- Define and measure mutually agreed upon ‘success’ dimensions;
- Assess how their leadership style impacts their work performance, environment and relationship with colleagues;
- Implement change in ways that inspires staff and achieves results;
- Develop strategies for leading high performing team members with differing styles than theirs; and
- Create a strategy that will elevate their leadership impact.

## Managing Staff Resistance

**Target Audience:** Managers, Supervisors, and Program Directors

Managers are often faced with staff resistance that affects individual and team performance. To overcome resistance, managers need techniques for assessing the situation, strategies for empowering their team, and effective communication skills to handle difficult situations immediately, clearly, confidently, and respectfully. Through reflective exercises and group activities, participants will explore their reactions to staff resistance and its effect on developing an environment that fosters trust and collaboration while encouraging positive change.

### Upon completion of this course, participants will be able to:

- Identify and manage staff resistance before it reaches epic proportions;
- Create a work environment that motivates and empowers staff;
- Set clear expectations to increase staff buy-in and achievement of overall program/organizational goals; and
- Create a Personal Action Plan for implementation of strategies learned.

## Sector Based Strategies

**Target Audience:** Program Staff and Directors

There is great emphasis on the need to close the ever-worsening skills gap that impacts employers who offer higher quality employment in in-demand industries. Sector-based approaches have proven to be one of the most effective ways to meet the needs of employers and create economic mobility for workers. This approach will require providers to organize their programs to align with the workforce needs of employers in specific labor market segments.

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This training will explore principles and working practices for the formulation of sector-based strategies and offer various sources of intelligence, including traditional labor market information (LMI) to help providers adapt their programming to a sector-based strategy approach and on workforce needs of each industry employers.

### **Upon completion of this course, participants will be able to:**

- Understand what a sector strategy is, and how it differs from traditional workforce development strategies;
- Understand how sector strategies are formulated to help connect people to work;
- Recognize the challenges and opportunities of implementing a sector approach;
- Identify and plan for industry specific activities;
- Better leverage data sources to define, select, and get a firm handle on targeted sectors; and
- Organize account management staff to be effective with employer engagement in specific industry sectors.

### **Utilizing Data to Analyze, Measure and Improve Program Results**

**Target Audience:** Data and Evaluation Analysts and Program Directors

This training, “Utilizing Data to Analyze, Measure & Improve Program Results,” will guide you through the process of tracking program data, establishing measures of progress, testing and reflecting on a new idea, and then refining it until it’s ready for widespread adoption...this is a quality improvement approach that produces better results.

### **Upon completion of this course, participants will be able to:**

- Use new approaches for helping staff to use data as a valuable resource for improving services to job seekers and employers;
- Develop a systematic, incremental approach to achieve better results;
- Use data to identify, analyze and improve existing processes within a program;
- Incorporate a “rapid cycle” process (Plan-Do-Study-Act) to refine change ideas; and
- Develop measures to know if improvement is actually happening.

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## ORGANIZATIONAL DEVELOPMENT TRAININGS

### Sector Based Strategies

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## SYSTEMS BUILDING TRAININGS

### **Workforce 101**

**Target Audience:** Front-Line Staff, Supervisors, Program Directors, and New Professionals to Workforce Programs

Each year in New York City, workforce development plays a critical role in bridging the gap to employment and self-sufficiency for thousands of New Yorkers. The system of programs, organizations, funding streams and stakeholders are as vast as the needs they seek to meet. Understanding and navigating this system can be a challenge for even the most seasoned practitioner.

This training is a unique opportunity for practitioners both inside and outside of the workforce development field to learn more about who is involved in the system, types of programs available, how they operate, and where the funding comes from to support the various New York City workforce development programs. Furthermore you will gain, insights on the basic features and functions of workforce programming that every practitioner should know.

#### **Upon completion of this course, participants will be able to:**

- Understand the NYC workforce development system;
- Understand federal, state and local workforce programs and their funding sources;
- Know the key government, non-profit and for profit agencies that deliver workforce development services in NYC; and
- Know the essentials of establishing a successful agency partnership in the NYC workforce development field.

**For more information on WPTI's Consulting Services, please contact Bruce Carmel at [bcarmel@wpti.org](mailto:bcarmel@wpti.org).**