

TRAINING CATALOG



Integrity
Was the contractor paid for services not rendered?
Did the contractor deliver not requested in the RF described in the contract?
Was there a program & close-out following term

2007

On Board On-site ^{with} Training

*Need a consultant or trainer?
Need a particular topic covered?*

No problem. At the Michigan Works! Association, we are on board with your on-site training needs. Therefore, we will contract with a consultant or trainer that will meet your organizational needs and budget and then we will arrange to have the trainer come directly to you.

Give us a call today!
(517) 371-1100, ext. 204

MICHIGAN
WORKS!
ASSOCIATION

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MICHIGAN WORKS! AGENCIES

Area Community Services Employment and Training Council
(ACSET) • Grand Rapids

Michigan Works! Berrien-Cass-Van Buren • Benton Harbor

Calhoun Intermediate School District • Marshall

Capital Area Michigan Works! • Lansing

Career Alliance, Inc. • Flint

Central Area Michigan Works! Consortium • Greenville

Detroit Workforce Development Department,
A Michigan Works! Agency • Detroit

Eastern Upper Peninsula Michigan Works! • Sault Ste. Marie

Kalamazoo-St. Joseph Michigan Works! • Kalamazoo

Michigan Works! The Job Force Board/
Six County Employment Alliance • Escanaba

Livingston County Michigan Works! • Howell

Macomb/St. Clair Michigan Works! • Clinton Township

Muskegon/Oceana Consortium • Muskegon

Northeast Michigan Consortium • Onaway

Northwest Michigan Council of Governments • Traverse City

Oakland County Michigan Works! Workforce
Development Division • Pontiac

Ottawa County Michigan Works!/
Community Action Agency • Holland

Michigan Works! Region 7B Employment and
Training Consortium • Harrison

Saginaw-Midland-Bay Michigan Works! • Saginaw

South Central Michigan Works! • Hillsdale

Southeast Michigan Community Alliance (SEMCA)
Michigan Works! • Taylor

Thumb Area Michigan Works! • Marlette

Washtenaw County Michigan Works!/Employment Training and
Community Services Group • Ypsilanti

Michigan Works! West Central • Big Rapids

Western Upper Peninsula Michigan Works! • Ironwood



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Deputy Director

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The Training Catalog is published bi-annually by the Michigan Works! Association. Michigan Works! Association • 2500 Kerry Street, Suite 210 • Lansing, MI 48912-3657 • Phone: (517) 371-1100 • Fax: (517) 371-1140 • Website: www.michiganworks.org • E-mail: info@michiganworks.org • Toll Free: (800) 285-WORKS. Photo release notification: Be advised that the Michigan Works! Association may take photographs of training sessions or events, which may include photos of participants. The photographs may be published in publications, on the Internet, or otherwise to support or promote our mission. All rights reserved. ©2006 by Michigan Works! Association. Auxiliary aids and services are available upon request to individuals with disabilities. Equal Opportunity Employer/Trainer.

LETTER FROM OUR EXECUTIVE DIRECTOR

Dear Colleagues,

In planning the Spring 2007 Training Catalog, I reviewed our past offerings and trainers as well as our evaluation forms and suggested training topics. I think this catalog is reflective of that research.

We've included some of your favorite trainers presenting on some of our most popular workforce development topics. For instance, Rochelle Daniels will be presenting two different workshops - "The Employer Toolkit" and "Risk Management - Can You Ever Be Really Secure" on pages 11 and 12. Ozzie Edmondson is back once again to present, "Customer Service ... Customer Satisfaction" on page 14. Rick Record is also back with three training sessions including: "Managing Performance Outcomes for Adult/Dislocated Worker Programs," "Managing Performance Outcomes for Youth Programs," and "Case Management for Engaging Job Seekers" on pages 21 through 23.



Linda F. Kinney

As always our workshops are aligned with the National Association of Workforce Development Professionals (NAWDP) Certified Workforce Development Professional (CWDP) skill competency areas. NAWDP offers a CWDP credential to its members, which is delineated in the catalog along with competency descriptions on page 26.

With last year's course offerings, we added a SB-CEU component. We again continue these credits. To see if a catalog workshop has been approved for SB-CEUs, please visit www.solutionwhere.com/mi_sbceu/main.asp and select Michigan Works! Association from the Courses By Sponsor menu.

Having such a diverse range of topics, we are sure that we will see you at a Michigan Works! Association workshop soon.

Sincerely,

A handwritten signature in cursive script that reads "Linda F. Kinney". The ink is dark and the signature is fluid and legible.

Linda F. Kinney
Executive Director

ASSOCIATE MEMBERS

- | | | |
|--|---|---|
| ACCESS | Grand Rapids Community College | Northeast Michigan Community Service Agency, Inc. |
| Allegan County Intermediate School District | Grand Rapids Public Schools | Oak Park Career Center |
| Arab American Chaldean Council | Gratiot-Isabella Regional Education Service District | Orchard View Workforce Development Service Center |
| Arnold Center | Honoring Our Youth (HOY) Program | Peckham, Inc. |
| Baker College of Flint | Hope Network West Michigan | Region IV Area Agency On Aging |
| Baker College of Owosso | Ingham Intermediate School District | Ross Innovative Employment Solutions – St Clair |
| Bangor Michigan Works! | Jubilee Jobs, Inc. | School District of the City of Saginaw |
| CareerWorks, Inc. | Kalamazoo Regional Educational Service Agency - Y.O.U. | SER Metro-Detroit |
| Clinton Task Force on Employment, Inc. | Kandu Incorporated | Southfield Career Center |
| Consolidated Community School Services | Kellogg Community College | St. Clair County Community College |
| Detroit's Work Place Michigan Works! | Kent ISD | St. Clair Shores Adult and Community Education |
| Downriver Community Conference | Lansing Community College | SVRC Industries |
| Eagle Village | Latin Americans for Social and Economic Development, Inc. | Telamon Corporation |
| Easter Seal Society | Lewis Cass ISD | The Information Center |
| Eaton Intermediate School District | Michigan State AFL-CIO Human Resources Development, Inc. | The Resource Network |
| Employment & Training Designs, Inc. | Michigan Works! Waterford Career Center | Traverse Bay Area Intermediate School District |
| Every Woman's Place | Mid Michigan Industries, Inc. | Troy Career Center |
| Family Services Workforce Development Center | Monroe County Employment & Training Department | University of Phoenix-Michigan Campus |
| Foundation for Behavioral Resources | Mott Community College – North Pointe Center | White Lake Area Community Education |
| Goodwill Industries of Greater Detroit | Newaygo County RESA | Youth Opportunity Program – Monroe County ISD |
| Goodwill Industries of Greater Grand Rapids | North Central Michigan College | Zeeland Public Schools |
| Goodwill Industries of Southwestern Michigan | | |
| Goodwill Industries of West Michigan | | |

ASSOCIATE MEMBER APPLICATION FORM

Contact Person: _____

Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

E-mail: _____ Website: _____

Federal Employer Identification Number (Organizations only): _____

MEMBERSHIP TYPE: INDIVIDUAL ORGANIZATION

Return Application Form and Payment for \$400.⁰⁰ to:
Michigan Works! Association • 2500 Kerry Street, Suite 210 • Lansing, MI 48912-3657

SB-CEUS

The Michigan Works! Association is proud to announce that training participants are now eligible to receive State Board–Continuing Education Units (SB-CEU) for approved catalog and special training. The SB-CEU is recognized by the State Board of Education and can be used by educators, administrators and counselors in an educational environment to retain certification and meet continuing education requirements.

HOW DO I GET SB-CEUS FOR MICHIGAN WORKS! ASSOCIATION TRAINING?

You must attend a workshop, which has already been approved for SB-CEU credit. You can check to see if a workshop is SB-CEU eligible by:

- Going on-line at: http://www.solutionwhere.com/mi_sbceu/main.asp.
- Searching under the Courses By Sponsor category.
- Selecting Michigan Works! Association from the sponsor listing and see the workshops which are eligible.
- Attending the entire workshop.
- Signing in and out is required to track SB-CEUs.

HOW MANY SB-CEUS ARE AWARDED FOR EACH WORKSHOP?

SB-CEUs are awarded based on the amount of time spent actively engaged in learning during a workshop. For this purpose, events like registration, introductions, breaks and meals are not included in total learning time for SB-CEUs. As a general rule of thumb, SB-CEUs for Michigan Works! training are awarded as follows:

- One, half day of training:
.30 SB-CEU
- One, whole day of training:
.50 SB-CEU
- Two, whole days of training:
1.0 SB-CEU

ARE SB-CEUS AWARDED TO MY CUSTOMERS OR CLIENTS?

Only those who attend Michigan Works! Association approved training workshops or special training are eligible to receive SB-CEUs.

HOW DO I OBTAIN MY SB-CEU TRANSCRIPT FROM THE MICHIGAN WORKS! ASSOCIATION?

To obtain your transcript of SB-CEUs from the Michigan Works! Association, e-mail training@michiganworks.org or fax at (517) 371-1140. Be sure to include your name, address, city/state/zip, and the workshop(s) attended. Please allow ten (10) business days for transcript approval and delivery.

TRAINING CALENDAR

MARCH

6	The Employer Toolkit	Grand Rapids
7	Risk Management – Can You Ever Be Really Secure?	Lansing
8	The Employer Toolkit (REPEAT)	Ann Arbor
28	Customer Service ... Customer Satisfaction	Mt. Pleasant
29	Customer Service ... Customer Satisfaction	Ann Arbor

APRIL

11	Tracking, Documenting, and Verifying Results: A Case Approach Within an Accountability Framework	Mt. Pleasant
12	Strategies for Providing Comprehensive Youth Programs	Lansing
24	Improving Customer Service Skills (Morning Session)	Lansing
24	Improving Customer Service Skills (REPEAT, Afternoon Session)	Lansing

MAY

2	Ex-offenders – Don't Give Them a Break, Give Them a Job!	Ann Arbor
15	Managing Performance Outcomes for Adult/Dislocated Worker Programs	Grand Rapids
16	Managing Performance Outcomes for Youth Programs	Lansing
17	Case Management for Engaging Job Seekers	Novi

JUNE

12	How to Use and Understand OMB Circulars	Novi
14	Developing Effective Communications Skills	Saginaw

REGISTRATION DETAILS

HOW DO I REGISTER?

Registrations are accepted on a first-come, first-served basis; therefore, early registration is recommended. Space is limited. Registrations are accepted by mail, online, and via fax on or before the deadlines listed in workshop descriptions. All registrations must include payment, a purchase order or the equivalent. Receipts are available upon request for payments made. On-site registrations for a workshop are subject to availability and pre-registration may be a requirement for attendance. Participants are encouraged to register for the workshop(s) of their choice as soon as possible. The registration fee includes lunch, unless otherwise stated, and materials. If the registration fee is not received prior to the workshop, you will be invoiced.

Your registration will be confirmed by e-mail or fax. Initially, each agency is limited to three (3) registrants per workshop. Additional registrants will be added to a waiting list and notified that they are on the list. The Association will contact those on the waiting list, if space becomes available. Please call (517) 371-1100, ext. 205 for further information.

POLICY FOR LATE PAYMENT

Advance payment of training registrations is strongly encouraged. Should you prefer to receive an invoice, it is very important that you include the correct billing address on your registration form to ensure timely payment processing.

A five (5) percent late fee will be added to the outstanding balance of each invoice that has aged more than 30 days. A five (5) percent late fee will be assessed each month until the invoice is paid in full. Any organization that has three late payment occurrences will be precluded from attending training unless their registrations have been paid in advance.

WHAT HAPPENS IF I WANT TO CANCEL MY REGISTRATION?

You may cancel your registration by FAX (517) 371-1140 up to three (3) business days prior to the workshop and receive a full refund. Cancellations received less than three (3) business days prior to the workshop will be invoiced, and any payments received will not be refunded. Substitutions are welcome.

WHERE DO I STAY DURING THE WORKSHOP?

Lodging accommodations are the responsibility of the participant. Michigan Works! Association does not generally set guest room blocks for one-day training sessions, unless otherwise noted in the workshop description.

AUXILIARY AIDS AND SERVICES

Auxiliary aids and services are available upon request to individuals with disabilities by notifying Michigan Works! Association two (2) weeks prior to the workshop.

SPECIAL REQUEST

Individuals attending training sessions are requested to refrain from using heavily scented personal care products, in order to enhance accessibility for everyone.

REGISTRATION FORM

Workshop Title:	_____			
Workshop Date:	_____			
Member/Associate Number:	_____			
Name:	_____			
Agency:	_____			
Billing Address:	_____			
City/State/Zip:	_____			
Phone:	_____	Fax:	_____	
E-mail:	_____			
MWA:	_____			
Do you need auxiliary aids/services or have special dietary needs?	<input type="radio"/>	yes	<input type="radio"/>	no
<i>If so, please describe:</i>	_____			
<input type="radio"/>	MEMBER/ASSOCIATE MEMBER FEE: \$60.00			
<input type="radio"/>	NON-MEMBER FEE: \$100.00			
<input type="radio"/>	OTHER (if a change in fees, fee will be denoted on workshop description page): _____			

RETURN REGISTRATION FORM AND PAYMENT TO:

Michigan Works! Association
2500 Kerry Street, Suite 210
Lansing, MI 48912-3657
Phone: (517) 371-1100 • Fax: (517) 371-1140

CANCELLING A REGISTRATION:

You may cancel your registration by FAX (517) 371-1140 up to three (3) business days prior to the workshop and receive a full refund. Cancellations received less than three (3) business days prior to the workshop will be invoiced, and any payments received will not be refunded. No shows will be billed. Substitutions are welcome.

*Advance payment of training registrations is strongly encouraged.
All registrations must include payment, a purchase order, or the equivalent.*

THE EMPLOYER TOOLKIT

INTRODUCTION:

Workforce Boards and One-Stops want to engage employers but often stumble over the range of activities, marketing and the mechanics. This

workshop will review the range of employer services from intermediaries, to OJT, employed worker programs, incumbent worker programs, mass recruitments, customized training, and job fairs. Each employer service activity will be described from the legal, implementation, marketing and technical aspect. Also included will be model documents you can customize for use in your local areas.

AGENDA:

- Learn what other boards/one stops are offering employers.
- Learn what employers like and don't like about the various services we can offer.
- Learn all the requirements of employer services which can be offered.
- Learn the mechanics related to making the services available.

WHO SHOULD ATTEND:

Board and one-stop management staff, planners, marketers, job developers, contract staff, business services staff, and OJT staff.

PRESENTED BY:

Rochelle Daniels has been a consultant to states, local elected officials, workforce boards, one-stops and service providers for over 20 years, providing training, troubleshooting, and advising on policy decisions. Daniels' experience encompasses the negotiation of audit resolution with the United States Department of Labor; strategic planning for state, local workforce boards, and one-stop system partners; board, provider, and one-stop training on a variety of issues; training and policy guidance in the areas of workforce integration, one-stop certification, workforce board retreats, and orientations, grant program implementation, youth program design, youth councils, continuous improvement, one-stop, and welfare. Over the years, she has worked with almost half the workforce areas and states in the country. Daniels has written technical guides in the area of procurement and contracting as well as curricula for one-stop staff certification and a guide for workforce board chairs.

DETAILS:

Hilton Grand Rapids Airport
4747 28th Street, S.E.
Grand Rapids, MI 49512
(616) 957-0100

WHAT YOU NEED TO KNOW:

Date:	March 6
Location:	Grand Rapids
Session:	Whole Day
Registration:	8:30 a.m. - 9:00 a.m.
Workshop:	9:00 a.m. - 4:00 p.m.
Fees	\$60 Members; \$100 Non-members

Registration Deadline:

February 2

NAWDP CWDP

Competency Rating:

6, 8, 9, 10

RISK MANAGEMENT – CAN YOU EVER BE REALLY SECURE?

INTRODUCTION:

Risk management is the way in which you safeguard your organization's assets. Part of safeguarding those assets is keeping abreast of recent audit and monitoring findings, as well as new interpretations of existing requirements. This session will go over gaps and loopholes to avoid in the fiscal and programmatic arena to assure the integrity of your systems.

AGENDA:

- Learn the red flags signaling a security breach in your fiscal system.
- Learn about the minimum safeguards every organization should have in place.
- Find out whether Sarbanes Oxley applies to Workforce Organizations.
- Learn the latest in findings and resolution.
- Hear about the new restrictions on salary and bonus.

WHO SHOULD ATTEND:

Board and one-stop management staff, planners, fiscal staff, monitors, contract staff, board finance committee members, and staff with fiscal responsibilities

PRESENTED BY:

Rochelle Daniels has been a consultant to states, local elected officials, workforce boards, one-stops and service providers for over 20 years, providing training, troubleshooting, and advising on policy decisions. Daniels' experience encompasses the negotiation of audit resolution with the United States Department of Labor; strategic planning for state, local workforce boards, and one-stop system partners; board, provider, and one-stop training on a variety of issues; training and policy guidance in the areas of workforce integration, one-stop certification, workforce board retreats, and orientations, grant program implementation, youth program design, youth councils, continuous improvement, one-stop, and welfare. Over the years, she has worked with almost half the workforce areas and states in the country. Daniels has written technical guides in the area of procurement and contracting as well as curricula for one-stop staff certification and a guide for workforce board chairs.

DETAILS:

Clarion Hotel & Conference Center
3600 Duncel Drive
Lansing, MI 48910
(517) 351-7600

WHAT YOU NEED TO KNOW:

Date:	March 7
Location:	Lansing
Session:	Whole Day
Registration:	8:30 a.m. - 9:00 a.m.
Workshop:	9:00 a.m. - 4:00 p.m.
Fees	\$60 Members; \$100 Non-members

Registration Deadline:
February 28

NAWDP CWDP
Competency Rating:

6

THE EMPLOYER TOOLKIT (REPEAT)

INTRODUCTION:

Work Force Boards and One-Stops want to engage employers but often stumble over the range of activities, marketing and the mechanics. This

workshop will review the range of employer services from intermediaries, to OJT, employed worker programs, incumbent worker programs, mass recruitments, customized training, and job fairs. Each employer service activity will be described from the legal, implementation, marketing and technical aspect. Also included will be model documents you can customize for use in your local areas.

AGENDA:

- Learn what other boards/one stops are offering employers.
- Learn what employers like and don't like about the various services we can offer.
- Learn all the requirements of employer services which can be offered.
- Learn the mechanics related to making the services available.

WHO SHOULD ATTEND:

Board and one-stop management staff, planners, marketers, job developers, contract staff, business services staff, and OJT staff.

PRESENTED BY:

Rochelle Daniels has been a consultant to states, local elected officials, workforce boards, one-stops and service providers for over 20 years, providing training, troubleshooting, and advising on policy decisions. Daniels' experience encompasses the negotiation of audit resolution with the United States Department of Labor; strategic planning for state, local workforce boards, and one-stop system partners; board, provider, and one-stop training on a variety of issues; training and policy guidance in the areas of workforce integration, one-stop certification, workforce board retreats, and orientations, grant program implementation, youth program design, youth councils, continuous improvement, one-stop, and welfare. Over the years, she has worked with almost half the workforce areas and states in the country. Daniels has written technical guides in the area of procurement and contracting as well as curricula for one-stop staff certification and a guide for workforce board chairs.

DETAILS:

Best Western Executive Plaza
2900 Jackson Avenue
Ann Arbor, MI 48103
(734) 665-4444

WHAT YOU NEED TO KNOW:

Date:	March 8
Location:	Ann Arbor
Session:	Whole Day
Registration:	8:30 a.m. - 9:00 a.m.
Workshop:	9:00 a.m. - 4:00 p.m.
Fees	\$60 Members; \$100 Non-members

Registration Deadline:

February 29

NAWDP CWDP

Competency Rating:

6, 8, 9, 10

CUSTOMER SERVICE ... CUSTOMER SATISFACTION

INTRODUCTION:

This one day workshop is designed to familiarize management and staff with the customer orientation concept. The workshop is based on the premise that excellent service performance is the responsibility of everyone in the organization ... and leads to superior customer satisfaction. If you're not servicing the customer, your job is to serve someone who is!! Participants will identify customer service challenges and generate real solutions to customer issues for application at the day-to-day operations of their own office. If you're not pulling your own weight, someone else is!!

AGENDA:

- Discuss the current status of customer service delivery both on and off the job.
- Apply service management/ customer service orientation theory within the organization.
- Chart the moments of truth/ cycle of service process for quality service delivery.
- Identify internal customers and the support they require.
- Develop an "initial" action plan for improving customer service.

WHO SHOULD ATTEND:

The target audience should include directors, managers, supervisor, lead workers, and customer service representatives who are pursuing quality customer service.

PRESENTED BY:

Osceola "Ozzie" Edmondson, president of Common Sense Consulting, a human resource management firm based in Columbia, Maryland. He has more than 35 years of experience in human resource management/consulting and has facilitated several workshops specifically for Michigan Works! Association and other public, private and non-profit agencies. The vast majority of his seminars, lectures, and workshops are extremely effective and very highly rated by participants at all organizational levels.

DETAILS:

Comfort Inn Suites
2424 South Mission
Mt. Pleasant, MI 48858
(989) 772-4000

WHAT YOU NEED TO KNOW:

Date:	March 28
Location:	Mt. Pleasant
Session:	Whole Day
Registration:	8:30 a.m. - 9:00 a.m.
Workshop:	9:00 a.m. - 4:00 p.m.
Fees	\$60 Members; \$100 Non-members

Registration Deadline:

March 21

NAWDP CWDP

Competency Rating:

5, 7, 9

CUSTOMER SERVICE ... CUSTOMER SATISFACTION (REPEAT)

INTRODUCTION:

This one day workshop is designed to familiarize management and staff with the customer orientation concept. The workshop is based on the premise that excellent service performance is the responsibility of everyone in the organization ... and leads to superior customer satisfaction. If you're not servicing the customer, your job is to serve someone who is!! Participants will identify customer service challenges and generate real solutions to customer issues for application at the day-to-day operations of their own office. If you're not pulling your own weight, someone else is!!

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DETAILS:

Best Western Executive Plaza
2900 Jackson Ave.
Ann Arbor, MI 48103
(734) 665-4444

WHAT YOU NEED TO KNOW:

Date:	March 29
Location:	Ann Arbor
Session:	Whole Day
Registration:	8:30 a.m. - 9:00 a.m.
Workshop:	9:00 a.m. - 4:00 p.m.
Fees	\$60 Members; \$100 Non-members

Registration Deadline:

March 22

NAWDP CWDP

Competency Rating:

5, 7, 9

TRACKING, DOCUMENTING, AND VERIFYING RESULTS: A CASE APPROACH WITHIN AN ACCOUNTABILITY FRAMEWORK

INTRODUCTION:

"I'm not a case and I don't want to be managed," state job seekers. Whether you call it case management, service navigation, or networking, accountability for ensuring job seekers access to the services they need in order to secure and maintain employment is critical to your success. You will leave with successful strategies for tracking, documenting, and verifying results within and across agencies through an integrated, systemic approach. Since case management influences the role and result of everyone working with the job seeker, anyone providing direct services to job seekers and employers will find this interactive workshop of value.

AGENDA:

- Identify the components of a successful framework for increasing performance and accountability through tracking, documenting, and verifying results.
- After evaluating various models, templates, and successful practices:
 - identify at least three to five strategies for improving your existing framework and case management process and the process across agencies, and
 - develop a plan for implementing these strategies.
- Identify at least three to five challenges of tracking, documenting, and verifying results during the post-employment period and at least one positive resolution for each challenge.

WHO SHOULD ATTEND:

Any staff who provides direct services to job seekers and employers and those with responsibility for providing support services will find value in this interactive, hands-on workshop.

PRESENTED BY:

April Bender integrates theory with practice to provide participants the tools and strategies needed to increase accountability and performance. She has been responsible for providing case management services to youth, inmates, incumbent workers, and job seekers in the workforce development system. Owner of Partnerships for Quality, she combines 20 years experience as a practitioner, researcher, evaluator, and national trainer.

IMPORTANT:

Participants will be requested to complete a pre-workshop survey in an effort to customize content and delivery strategies. An optional complimentary follow-up webinar will be facilitated.

DETAILS:

Comfort Inn Suites
2424 South Mission
Mt. Pleasant, MI 48858
(989) 772-4000

WHAT YOU NEED TO KNOW:

Date:	April 11
Location:	Mt. Pleasant
Session:	Whole Day
Registration:	8:30 a.m. - 9:00 a.m.
Workshop:	9:00 a.m. - 4:00 p.m.
Fees	\$60 Members; \$100 Non-members

Registration Deadline:

April 4

NAWDP CWDP

Competency Rating:

5, 6

STRATEGIES FOR PROVIDING COMPREHENSIVE YOUTH PROGRAMS

INTRODUCTION:

Lack of motivation, skills, education, and support contribute to the diverse and comprehensive needs of the growing number of youth entering

the workforce development system. Learn what employers are saying about the characteristics of youth entering the workforce and how staff of One Stops and their partners are using successful strategies to meet the needs of youth and employers. As a result of this interactive workshop, you will leave with a plan to improve your performance with youth and employers and a variety of funding opportunities.

AGENDA:

- Identify the characteristics of youth who are work ready as defined by employers.
- Identify the needs of youth and employers that must be addressed in a comprehensive youth program.
- Identify the common themes across successful comprehensive youth programs.
- Based on common themes and evaluation of successful practices:
 - identify at least three to five strategies for improving your youth programs and outcomes within your agency and across agencies, and
 - develop a plan for implementing these strategies.
- Identify the possible benefits of youth credentialing to your agency and the youth and employers you serve.

WHO SHOULD ATTEND:

Anyone providing direct services to youth and/or employers and those with responsibility for program leadership, development, and funding will benefit from this interactive workshop.

PRESENTED BY:

April Bender integrates theory with practice to provide participants the tools and strategies to better meet the needs of youth and employers. She has been responsible for in-school and out of school county-wide programs, youth correctional programs, youth mentoring programs, and has been a consultant with the U.S. Department of Labor for the Youth Opportunity Grants. Owner of Partnerships for Quality, she combines 20 years experience as a practitioner, researcher, evaluator, and national trainer.

IMPORTANT:

Participants will be requested to complete a pre-workshop survey in an effort to customize content and delivery strategies. An optional complimentary follow-up webinar will be facilitated.

DETAILS:

Holiday Inn South
6820 South Cedar
Lansing, MI 48911
(517) 699-3749

WHAT YOU NEED TO KNOW:

Date:	April 12
Location:	Lansing
Session:	Whole Day
Registration:	8:30 a.m. - 9:00 a.m.
Workshop:	9:00 a.m. - 4:00 p.m.
Fees	\$60 Members; \$100 Non-members

Registration Deadline:

April 5

NAWDP CWDP

Competency Rating:

4, 6, 10

IMPROVING CUSTOMER SERVICE SKILLS

(MORNING SESSION)

INTRODUCTION:

Do you know who your real customers are? Customers are the lifeblood of the workforce development system – and exceptional customer service

is critical for success – yet many people lack the knowledge, attitude and skills necessary to be successful. This workshop covers an assortment of strategies and techniques designed to improve staff ability to deliver “just what the customer ordered” along with an understanding of “excellence” and “speed of response” in work performance.

WHO SHOULD ATTEND:

Case managers, trainers, workshop leaders, managers, supervisors, and other interested parties.

PRESENTED BY:

Karen J. Reiff currently serves as the Career Preparation Coordinator for Ingham Intermediate School District in Mason, Michigan. In this position, she provides career planning consulting services and professional development to 12 school districts. Reiff earned her Master’s degree in Guidance and Counseling from Michigan State University and a Bachelor’s degree from Western Michigan University. Over the years, Reiff has facilitated countless workshops in the areas of strategic planning, organizational change, workforce development, labor market trends, continuous improvement, and problem-solving. She holds the distinction of being a Master Career Counselor as well as a Global Career Development Facilitator Instructor.

IMPORTANT:

As this workshop is a half day session, lunch will not be served.

DETAILS:

Clarion Hotel & Conference Center
3600 Duncel Drive
Lansing, MI 48910
(517) 351-7600

WHAT YOU NEED TO KNOW:

Date:	April 24
Location:	Lansing
Session:	Half Day
Registration:	8:30 a.m. - 9:00 a.m.
Workshop:	9:00 a.m. - noon
Fees	\$30 Members; \$50 Non-members

Registration Deadline:

April 17

NAWDP CWDP

Competency Rating:

5, 7

AGENDA:

- Identify two different types of customers.
- Understand the importance of working as a team.
- Identify customer needs and expectations and what constitutes positive customer satisfaction.
- Identify/practice rapport-building and listening with empathy.
- Understand problem-solving and how to deal with difficult customers.
- Learn telephone etiquette essentials.

IMPROVING CUSTOMER SERVICE SKILLS

(REPEAT – AFTERNOON SESSION)

INTRODUCTION:

Do you know who your real customers are? Customers are the lifeblood of the workforce development system – and exceptional customer service

is critical for success – yet many people lack the knowledge, attitude and skills necessary to be successful. This workshop covers an assortment of strategies and techniques designed to improve staff ability to deliver “just what the customer ordered” along with an understanding of “excellence” and “speed of response” in work performance.

WHO SHOULD ATTEND:

Case managers, trainers, workshop leaders, managers, supervisors, and other interested parties.

PRESENTED BY:

Karen J. Reiff currently serves as the Career Preparation Coordinator for Ingham Intermediate School District in Mason, Michigan. In this position, she provides career planning consulting services and professional development to 12 school districts. Reiff earned her Master’s degree in Guidance and Counseling from Michigan State University and a Bachelor’s degree from Western Michigan University. Over the years, Reiff has facilitated countless workshops in the areas of strategic planning, organizational change, workforce development, labor market trends, continuous improvement, and problem-solving. She holds the distinction of being a Master Career Counselor as well as a Global Career Development Facilitator Instructor.

IMPORTANT:

As this workshop is a half day session, lunch will not be served.

DETAILS:

Clarion Hotel & Conference Center
3600 Duncel Drive
Lansing, MI 48910
(517) 351-7600

WHAT YOU NEED TO KNOW:

Date:	April 24
Location:	Lansing
Session:	Half Day
Registration:	12:30 p.m. - 1:00 p.m.
Workshop:	1:00 p.m. - 4:00 p.m.
Fees	\$30 Members; \$50 Non-members

Registration Deadline:

April 17

NAWDP CWDP

Competency Rating:

5, 7

AGENDA:

- Identify two different types of customers.
- Understand the importance of working as a team.
- Identify customer needs and expectations and what constitutes positive customer satisfaction.
- Identify/practice rapport-building and listening with empathy.
- Understand problem-solving and how to deal with difficult customers.
- Learn telephone etiquette essentials.

EX-OFFENDERS – DON'T GIVE THEM A BREAK, GIVE THEM A JOB!

INTRODUCTION:

Recent bipartisan attention has focused on recidivism and former offenders. Research supports the fact that employed ex-offenders are less likely to return to incarceration, providing for safer communities for all. This workshop focuses on a multi-faceted approach – specific strategies assisting former offenders in securing and maintaining employment; how to locate and read a criminal record as well as approaches for employers and other stake holders in the community.

WHO SHOULD ATTEND:

Case Managers, Employment Specialists, Job Developers involved in Michigan Prisoner Re-entry projects, Workforce Investment Act programs, or Work First Programs.

PRESENTED BY:

Wendy Ring, director of New Way In, Inc. New Way In has specialized in offender targeted employment since 1972. Ring has nearly 30 years experience assisting offenders with employment and other rehabilitation.

DETAILS:

Best Western Executive Plaza
2900 Jackson Avenue
Ann Arbor, MI 48103
(734) 665-4444

WHAT YOU NEED TO KNOW:

Date: May 2
Location: Ann Arbor
Session: Whole Day
Registration: 8:30 a.m. - 9:00 a.m.
Workshop: 9:00 a.m. - 4:00 p.m.
Fees: \$60 Members;
\$100 Non-members

Registration Deadline:
April 25

NAWDP CWDP
Competency Rating:
4, 10

AGENDA:

- Successful strategies for explaining gaps, criminal records.
- Offender specific employability “soft” skills.
- Location and interpretation of criminal records.
- Employer targeted ‘talking points’.

MANAGING PERFORMANCE OUTCOMES FOR ADULT/ DISLOCATED WORKER PROGRAMS

INTRODUCTION:

The Managing Performance Outcomes for Adults and Dislocated Workers workshop intensely covers the core performance measures prescribed

under the Workforce Investment Act (WIA). This workshop is designed to provide program practitioners with the “big picture” view of performance outcomes.

AGENDA:

- Examine the operational parameters for calculating performance outcomes.
- Recognize the best time to exit from program services.
- Utilize the performance timeline for decision-making.
- Understand the importance of Supplemental Data.

WHO SHOULD ATTEND:

One-Stop Operators/Managers/Supervisors, Case Workers, Job Developers, Employment Counselors, Service Providers.

PRESENTED BY:

Rick Record has trained over 20,000 workforce development practitioners in more than 20 subject areas related to workforce, youth, and economic development. He has worked with the Department of Labor, various state agencies, Department of Employment; Department of Corrections, Probation Department; Department of Social Services, Department of Rehabilitation, One-Stop Career Centers, Youth Authority, Faith-based and Community-based organizations.

IMPORTANT:

This workshop will provide a “foundational” understanding of WIA Performance Measures for Adult and Dislocated Worker Programs.

DETAILS:

Hilton Grand Rapids Airport
4747 28th Street, S.E.
Grand Rapids, MI 49512
(616) 957-0100

WHAT YOU NEED TO KNOW:

Date:	May 15
Location:	Grand Rapids
Session:	Whole Day
Registration:	8:30 a.m. - 9:00 a.m.
Workshop:	9:00 a.m. - 4:00 p.m.
Fees	\$60 Members; \$100 Non-members

Registration Deadline:

May 8

NAWDP CWDP

Competency Rating:

4, 6

MANAGING PERFORMANCE OUTCOMES FOR YOUTH PROGRAMS

INTRODUCTION:

The Managing Performance Outcomes for Youth workshop intensely covers the core performance measures prescribed under the Workforce Investment Act (WIA). This workshop is designed to provide program practitioners with the “big picture” view of performance outcomes.

WHO SHOULD ATTEND:

One-Stop Managers, Supervisors, Case Managers, Job Developers, Youth Counselors.

PRESENTED BY:

Rick Record has trained over 20,000 workforce development practitioners in more than 20 subject areas related to workforce, youth, and economic development. He has worked with the Department of Labor, various state agencies, Department of Employment; Department of Corrections, Probation Department; Department of Social Services, Department of Rehabilitation, One-Stop Career Centers, Youth Authority, Faith-based and Community-based organizations.

WHAT YOU NEED TO KNOW:

Date:	May 16
Location:	Lansing
Session:	Whole Day
Registration:	8:30 a.m. - 9:00 a.m.
Workshop:	9:00 a.m. - 4:00 p.m.
Fees	\$60 Members; \$100 Non-members

Registration Deadline:

May 9

NAWDP CWDP

Competency Rating:

4, 6

AGENDA:

- Examine the operational parameters for calculating performance outcomes.
- Recognize the best time to exit from program services.
- Utilize the performance timeline for decision-making.
- Understand the importance of Supplemental Data.

IMPORTANT:

This workshop will provide a “foundational” understanding of WIA Performance Measures for Youth Programs.

DETAILS:

Clarion Hotel & Conference Center
3600 Dunckel Drive
Lansing, MI 48910
(517) 351-7600

CASE MANAGEMENT FOR ENGAGING JOB SEEKERS

INTRODUCTION:

This workshop will emphasize the importance of implementing strategies to effectively engage job seekers in the cycle of services and efficiently

manage caseloads to increase successful performance outcomes. Practitioners will examine case management strategies to improve caseload efficiency and minimize unwanted exits.

WHO SHOULD ATTEND:

One-Stop Service Representatives, Case Workers, Contract Service Providers.

PRESENTED BY:

Rick Record has trained over 20,000 workforce development practitioners in more than 20 subject areas related to workforce, youth, and economic development. He has worked with the Department of Labor, various state agencies, Department of Employment; Department of Corrections, Probation Department; Department of Social Services, Department of Rehabilitation, One-Stop Career Centers, Youth Authority, Faith-based and Community-based organizations.

IMPORTANT:

Participants should be prepared to share actual cases for in-class resolution options.

DETAILS:

Wyndham Garden Hotel Novi
42100 Crescent Blvd.
Novi, MI 48375
(248) 344-8800

WHAT YOU NEED TO KNOW:

Date:	May 17
Location:	Novi
Session:	Whole Day
Registration:	8:30 a.m. - 9:00 a.m.
Workshop:	9:00 a.m. - 4:00 p.m.
Fees	\$60 Members; \$100 Non-members

Registration Deadline:

May 10

NAWDP CWDP

Competency Rating:

6

AGENDA:

- Review the strategic service model.
- Modify case management approaches.
- Improve caseload management and documentation.
- Minimize the number of inactive cases and unwanted exits.

HOW TO USE AND UNDERSTAND OMB CIRCULARS

INTRODUCTION:

Office of Management and Budget (OMB) Circulars are the primary regulations guiding cost allocation, fiscal management practices, allowabil-

ity of costs, and audits. However, the circulars can be difficult to navigate and apply. This workshop will aid you in successful application and assist you in understanding which circular applies to a specific situation. Through actual examples, your questions and the instructor's experience as a monitor, participants will come away from this workshop with a better understanding of the OMB Circulars. A handy cross-reference grid of costs identified in the circulars will be given to each participant.

AGENDA:

- Learn the appropriate circular(s) to follow and how to navigate those circulars.
- Apply general questions of allowability to specific guidelines in OMB Circulars.
- Discuss actual scenarios and their rulings as they pertain to OMB Circulars.
- Demonstrate how to cross-reference a cost within the circulars.

WHO SHOULD ATTEND:

Fiscal and program management staff, including subcontractors/service providers.

PRESENTED BY:

Judy Koonter was a monitor with the Michigan Jobs Commission for 12 years. She analyzed and monitored fiscal, administrative, and programmatic areas. Koonter has also performed audit resolution services to the Michigan Economic Development Corporation for six years. As a consultant and trainer since 1997, she has been a trainer for the United States Department of Labor (USDOL), several states, and numerous workforce associations, including the Michigan Works! Association.

IMPORTANT:

Participants should bring their own copies of the OMB Circulars. Circulars can be found on the OMB website: <http://www.whitehouse.gov/omb/circulars>.

DETAILS:

Wyndham Garden Hotel Novi
42100 Crescent Blvd.
Novi, MI 48375
(248) 344-8800

WHAT YOU NEED TO KNOW:

Date:	June 12
Location:	Novi
Session:	Whole Day
Registration:	8:30 a.m. - 9:00 a.m.
Workshop:	9:00 a.m. - 4:00 p.m.
Fees	\$60 Members; \$100 Non-members

Registration Deadline:

June 5

NAWDP CWDP

Competency Rating:

6

DEVELOPING EFFECTIVE COMMUNICATION SKILLS

INTRODUCTION:

Through this one-day workshop you will learn how you communicate and respond to others. You are a unique person with a basic style and a combination of natural strengths that make you who you really are. Once you learn how you personally communicate and respond to others, you will start to understand each other better. In addition, upper level managers will learn ways to reduce employee dissatisfaction and turnover.

AGENDA:

- Builds a Bridge for Communication between individuals and within teams.
- Constructs a Personal Communication Style through measurement of traits and styles.
- Encourages appreciation of other Communication Styles through hearing messages and watching non-verbal language.
- Nurtures how to communicate for the Best Response.
- Identifies Skills to Develop and models an Action Plan to build bridges.

WHO SHOULD ATTEND:

Managers, supervisors, business leaders, decision makers, and any individual.

PRESENTED BY:

Donald Crosby has been a licensed consultant with the Professional DynaMetric Program (PDP), a personality behavioral assessment tool, since 1990. He has trained and certified over 50 consultants and facilitated over 10,000 personal sessions. Crosby and Global Behavior have earned a respected position as an industry leading solution provider. He frequently conducts workshops and seminars specializing in workplace stress, employee turnover and standardized hiring methodologies.

IMPORTANT:

1. Complete a ProScan Survey within the last six months and return a Confirmation Feedback.
2. Bring Comprehensive Report.
3. Workbook to be given out at time of workshop session.

DETAILS:

Horizons Conference Center
6200 State Street
Saginaw, MI 48603
(989) 799-4122

WHAT YOU NEED TO KNOW:

Date:	June 14
Location:	Saginaw
Session:	Whole Day
Registration:	8:30 a.m. - 9:00 a.m.
Workshop:	9:00 a.m. - 4:00 p.m.
Fees*	\$120 Members; \$160 Non-members

**Fees include prices for the ProScan Survey (\$25) and the Workbook (\$35).*

Registration Deadline:

May 31

NAWDP CWDP

Competency Rating:

5, 7, 9

NAWDP CERTIFIED WORKFORCE DEVELOPMENT PROFESSIONAL COMPETENCY DEFINITIONS

1. HISTORY AND STRUCTURE OF THE WORKFORCE DEVELOPMENT SYSTEM:

- Is aware of the history and structure of the nation's multiple workforce development programs and how this impacts the current system
- Relates public workforce development policy, initiatives, and funding sources with the current system
- Interprets current laws and structure to deliver appropriate services
- Understands how their own work impacts the system's goals

2. CAREER DEVELOPMENT PROCESS:

- Identifies the process by which individuals
 - a) define their career goals;
 - b) prepare for, search for, and retain employment; and
 - c) build skills, advance, and change employment
- Figures out how to identify the kinds of information individuals need including assessment in order to make realistic career decisions and where that information can be found
- Knows what skills are needed to search for, obtain, retain, and change employment

3. LABOR MARKET INFORMATION (LMI):

- Values the kinds of labor market information available and the uses of such information
- Recognizes how to access, analyze, and use local, state, and national electronic and non-electronic LMI delivery systems

4. DIVERSITY:

- Realizes the special employment needs of diverse groups
- Knows how to adapt materials and services to address these needs

5. CUSTOMER SERVICE:

- Recognizes who are the principal customers of the workforce development system
- Identifies their needs and expectations and what constitutes positive customer satisfaction
- Places appropriate emphasis on "excellence" and "speed of response" in work performance

6. PROGRAM MANAGEMENT:

- Absorbs how programs are designed to use appropriate service strategies to meet program goals
- Comprehends how budgets are developed and costs are tracked for individual programs
- Uses indicators and established instruments to document program performance and outcomes

7. COMMUNICATION:

- Acquires good listening skills
- Writes clearly, including writing a good memo
- Speaks to single individuals or large groups, in order to teach, inform or persuade

8. TECHNOLOGY:

- Comprehends basic computer technology used in workforce development
- Demonstrates proficiency or understanding of various computer software applications and the Internet

9. COLLABORATION AND PROBLEM SOLVING:

- Recognizes the basic principles of teamwork
- Deals with customers, colleagues, agencies, and partner associates in a positive, professional manner
- Identifies the range of services in the community
- Develops and maintains relationships with partners to deliver a comprehensive array of services to customers

10. BUSINESS AND EMPLOYER KNOWLEDGE:

- Understands business and employer needs
- Knows how the private economy works
- Realizes the concepts of profit and loss and return on investment (ROI), recruitment, and retention of workers
- Values the role of workforce development in economic development

ASSOCIATE MEMBERS WANTED

for more information about becoming
an associate member call
(517) 371-1100, ext. 203

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