



# NAWDP 5 Core Competency Training

Discover courses that verify professional competency developed around the National Association for Workforce Development Professionals (NAWDP) five defined core competency areas. Dynamic Works' NAWDP 5 Core Competency Training is an essential step on the way to earning your Certified Workforce Development Professional (CWDP) credential!

## COURSE DETAILS

The courses/competency areas included are as follows:

**Competency #1 - Customer Service Methodology** — Teaches the critical steps leading towards successful customer service with populations served, business and internal customers.

Lesson 1 - Getting to Know the Customer, Lesson 2 - Customer Satisfaction, Lesson 3 - Serving Challenging Customers

**Competency #2 - Diversity in Workforce Development** — Learn about diversity in the workplace, assessing the needs of diverse groups, and the intricacies of diverse group communication strategies and the importance of diversity in the workplace.

Lesson 1 - Diversity in the Workplace, Lesson 2 - Assessing the Needs of Diverse Groups, Lesson 3 - Diverse Group Communication, Lesson 4 - Methods for Continuous Customer Service

**Competency #3 - Labor Market Information and Intelligence** — Learn about LMI principles and practical applications.

Lesson 1 - LMI Deep Dive, Lesson 2-7 - Case Studies for Older Workers, Veterans, Dislocated Workers, Skills Assessments, Rapid Responses, Employers and LMI Data

**Competency #4 - Principles of Communication** — Learn the basics of workplace communications, writing, face-to-face communications, and listening skills.

Lesson 1 - Effective Listening Skills, Lesson 2 - Communicating in Writing, Lesson 3 -Effective Communications

**Competency #5 - Workforce Development Structure, Policies and Programs** — Explanation and purpose of Workforce Development.

Lesson 1 - The Structure of the Workforce Development System, Lesson 2 - Serving the Customer, Lesson 3 - The Role of Partners in the Workforce System, Lesson 4 -Your Role as a Workforce Development Professional

The NAWDP 5 Core Competency Training curriculum contains quizzes to verify competency when passed with 80% or higher in each of the five competencies. NO FINAL EXAM required.

Complete this course and submit your passing certificate to NAWDP to become CWDP certified!

**Register TODAY!**

For more information on the NAWDP application and reciprocity agreements go to:  
<https://www.nawdp.org/page/CWDPcertification>

## 5 CORE COMPETENCY TRAINING FOR ORGANIZATIONS

Dynamic Works Institute offers this training package at volume discounts. To learn more, contact [DWISales@dwfs.us](mailto:DWISales@dwfs.us)

Let's get to work!

Visit our site: <https://dynamicinstitute.com/> to schedule a demo or contact us.

### About Dynamic Works:

Dynamic Works offers 300+ virtual, interactive courses, coaching and live webinars to transform the value and success individuals, corporations and community-based organizations derive from their work.

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