

Workforce Starter Roadmap

Are you new to workforce development and looking to get up-to-speed as quick as possible on the skills you need to succeed? Workforce Starter is your roadmap to industry leading courses and resources developed specifically for those new to the workforce development industry.



Workforce Fundamentals

Build your skills in accessing and using Labor Market Information to build your credibility as a workforce development professional.

Case Noting 101

Build your awareness and skills in case note management.

Welcome to Workforce

Get started on the right path by learning the values, goals, and overall purpose of WIOA and how the workforce development system works.

Positive Customer Communications

Understand the needs of workforce development clients and how to more effectively communicate

Delivering Extreme Customer Service

End your journey with the customer service skills and techniques that will help you provide extreme customer service with any type of customer.



Get learning resources you need to accelerate your career in Workforce Development

This Workforce Starter Roadmap provides:

1. LIVE Webinar - Workforce Rookie Course
2. 5 Minute Power Courses on Communications
3. We're On the Case Course
4. Both Extreme Customer Services and Extreme Customer Service When You Don't Feel Extreme courses.

**Resources Valued at Over \$700
if purchased separately**

Total Price - \$449.00

Other courses of interest:

NAWDP 5 Core Competencies – Ready to take the next step to becoming a Certified Workforce Development Professional? This course is the approved National Association of Workforce Development Professionals CWDP Certification Course.

Business Solutions Professional Certification
Learn business engagement skills in economic development and interaction. Build competencies in promoting the workforce system and talent pipeline development.

Workforce Starter

Road Map Marker 1: Welcome To Workforce

Road Map Marker 2: Workforce Fundamentals

- **LIVE Workforce Rookie Webinar** (Registration required – presented monthly)
 - Workforce History
 - From WIA to WIOA
 - Policy Layers and How They Work Together
 - Introduction into Workforce Programs
 - Labor Market Information (LMI) and Intelligence
 - Business Services and Being the Conduit for Success
 - Unpacking Performance

Road Map Marker 3: Positive Customer Communication

- **Five Communication 5 Minute Power Courses**
 - Triumph Every Time Being People Smart
 - Becoming a Better Listener
 - Positive Customer Relationships
 - It's All in the Tone
 - See the Person, Not the problem

Road Map Marker 4: Case Noting 101

- **We're On the Case Course**
 - Arriving on the Scene and Interrogation
 - What's Your Story?
 - Stacking up the Evidence
 - America's Most Wanted Cast Studies
 - Breaking the Code & Solving the Case

Road Map Marker 5: Delivering Extreme Customer Service

- **Extreme Customer Service Transformation** and,
- **Extreme Customer Service Even When You Don't Feel Extreme**
 - Projecting a Positive Image
 - Opportunities to Add Value
 - Going the Extra Mile
 - Effective tools to providing Extreme Customer Service
 - Awareness of your trigger topics



A fast paced, interactive course for accelerating your learning in the workforce development industry.

Your roadmap to success in the workforce development industry.