

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 stop on the way to earning your Certified Workforce Development Professional credential

Course Details

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

Lesson 4: Methods for Continuous Customer Service

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

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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Course Details - continued

Labor Market Information and Intelligence

Learn about LMI principles and practical applications.

- Lesson 1:** Labor Market Information Introduction
- Lesson 2:** Case Studies for Older Workers
- Lesson 3:** Case Studies for Veterans
- Lesson 4:** Case Studies for Skills Assessments
- Lesson 5:** Case Studies for Employers and LMI Data
- Lesson 6:** Case Studies for Laid Off Workers

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

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

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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 Here](#)

Note: For more information on the NAWDP application and reciprocity agreements,
[click here](#)

[Schedule a Demo](#)

5 Core Competency Training for Organizations

Dynamic Works Institute offers this training package with volume discounts. To learn more, contact DWISales@dwfs.us

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