

Mass Workforce Issuance

Workforce Issuance No. 09-17

Policy Information

To: Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Regional Managers

cc: WIA State Partners

From: Rosemary Chandler, Director
Division of Career Services

Date: April 8, 2009

Subject: Training – Back to Basics: Interviewing and Assessment

Purpose: To notify Local Workforce Investment Boards, One-Stop Career Center Operators and local workforce investment partners of a two day, regional training session for effectively managing the customer interview process as well as gathering and analyzing the information.

This training is to provide a deliberate, focused, one-on-one interaction that involves giving and obtaining relevant information leading to an analysis and a plan of action agreed upon by the customer and staff person.

DAY 1 – The Art of the Interview:

- Customer Service Reminder / Preparation for the Interview
- Initiating the Interview / Greeting & Tone / Managing the Process
- Effective Communication in Interview
- Closing the Interview

DAY 2 – The Core Interview:

- Gathering and Analyzing Customer Information
 - Assessing Work-readiness, Barriers, Skills & Experience
 - Service Component Options and Considerations
 - Forming a Strategy to Move a Customer Forward
- Summarizing and Agreeing on Next Steps
- Recording Information and Communication with the Career Center

The training will begin at 9:00 am and will end at approximately 4:00 pm. Lunch will not be provided. We are limited to **25 seats** per training session.

Dates and Locations:

LOCATION	DAY 1	DAY 2
Plymouth Career Center	Wednesday - May 6	Wednesday - May 13
Boston / Gazda Room	Wednesday - May 20	Wednesday - May 27
VWCC Lawrence	Thursday - May 21 Tuesday - July 21 Thursday - July 23	Thursday - May 28 Tuesday - July 28 Thursday - July 30
Workforce Central Worcester	Tuesday - June 2	Tuesday - June 9
FHCC Northampton	Thursday - June 4	Wednesday - June 10

Action Required:

Please register through the HR Training Department's intranet [registration form](#) or via email at HRTRNG@detma.org no later than **April 24, 2009**.

Name
Employee ID Number (if you are not a DWD employee, please indicate NONDWD)
E-mail Address
Telephone Number
Name of Training Class
Requested Date of Training

Inquiries: Please direct all inquiries to Pat Zorka at pzorka@detma.org or Leslie Mark at lmark@detma.org.

Directions:

Hurley Building	Gazda Training Room - 4 th Floor 19 Staniford Street Boston, MA 02114 (click for map)
Franklin/Hampshire Career Center	178 Industrial Drive - Suite 1 Northampton, MA 01060 (click for map)
ValleyWorks Career Center	439 South Union Street - Building #2 Lawrence, MA 01843 (click for map)
Workforce Central, Worcester	44 Front Street - 3rd Floor Worcester, MA 01608 (click for map)
Plymouth Career Center	36 Cordage Park Circle - Suite 200 Plymouth, MA 02360 (click for map)