



Workforce Issuance

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☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: April 30, 2020

Subject: **Zoom Training: The Basics of CCS, Workshop and Meeting Presentations**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other workforce development partners of upcoming Zoom videoconference training scheduled for MassHire Career Center staff in May 2020.

Background: The MassHire Metro South/West Workforce Board, in conjunction with the MassHire Department of Career Services' (MDCS) Training and Development Team, will be conducting two training sessions relative to learning how to use the videoconferencing platform Zoom to conduct Career Center Seminar, Workshop, and Meeting presentations. These training sessions will provide career center staff with live Q & A while learning the fundamentals of how to use Zoom for the following topics:

- How to set up a Zoom videoconference for CCS, workshops, and meetings
- Register participants
- Utilize features such as polls, virtual hand raise and evaluations to engage participation
- Create reports for attendance, participant duration and other measurable indicators
- Troubleshoot common problems

Action

Required: Please share this issuance with all appropriate MassHire Career Center staff and ensure that staff assigned to present CCS, webinars and trainings to customers register for this training.

Training sessions will be through Zoom videoconferencing and held on:

Monday, May 11, 2020 @ 10:00 -11:30 am

Thursday, May 14, 2020 @ 1:00 - 2:30 pm

Staff must register for this training in advance through Eventbrite by clicking on Zoom Training: Learn the Basics of CCS, Workshop and Meeting Presentations link located on the Workforce System Staff Training page on Mass.gov:

<https://www.mass.gov/service-details/webinars-and-video-conferences>

To check if there have been any training cancellations, please call the MassHire Department of Career Services Training and Meeting Message Line at 617-626-5250.

Effective: Immediately

Inquiries: Please direct all questions to Kim Leonard at Kim.M.Leonard@detma.org or Gail Normandin at gail.normandin@detma.org. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.