



Workforce Issuance

100 DCS 14.334

☐ Policy ☒ Information

To: Chief Elected Officials
Workforce Board Chairs
Workforce Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: May 8, 2020

Subject: Webex Training: Using Webex with Customers and Colleagues

Purpose: To notify Local Workforce Development Boards, MassHire Career Center Operators, and other local workforce development board partners of upcoming Webex videoconference trainings scheduled for MassHire Career Center staff in May 2020.

Background: The MassHire Department of Career Services (MDCS) will be conducting training sessions relative to learning how to use the videoconferencing platform Webex to conduct Career Center Seminar, Workshop, and Meeting presentations. These training sessions will provide career center staff with live Q & A while learning the basics of how to use Webex for the following topics:

- How to set up a Webex videoconference for CCS, workshops, and meetings
- How to 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 Webex on the following dates:

- **Navigating Webex:** Monday, May 11 @ 11:00-11:30am
- **Remote Services:** Wednesday, May 13 @ 2:00-2:30pm
- **Audience Participation:** Thursday, May 14 @ 3:00-3:30pm
- **Using Reports:** Monday, May 18 @ 3:30-4:00pm
- **Remote Career Counseling:** Tuesday, May 19 @ 9:30-10:00am
- **More on Reports:** Thursday, May 21 @ 10:00-10:30am
- **Troubleshooting Tech and Other Issues:** Friday, May 22 @ 10:00-10:30am
- **Using Webex with Colleagues:** Tuesday, May 26 @ 3:30-4:00pm
- **Effective Follow-Up:** Wednesday, May 27 @ 2:00-2:30pm
- **The New Normal:** Monday, June 1 @ 4:00-4:30pm

Staff must register for this training in advance through Eventbrite by clicking on Webex Training: **Using Webex with Customers and Colleagues** located on the Workforce System Staff Training page on Mass.gov:

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

Registrants will receive webinar access information after signing up.

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 Allison McIntyre at allison.mcintyre@mass.gov. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.