



# Workforce Issuance

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☐ Policy ☒ Information

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**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:** May 19, 2020

**Subject:** **Introduction to Virtual Presentation Skills Training Sessions**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce development partners of the development of virtual presentation skills training sessions scheduled for MassHire Career Center staff.

**Background:** The MassHire Department of Career Services (MDCS) will be conducting training sessions relative to learning how to present Career Center Seminars and facilitate job search workshops via virtual platforms to assist customers in their re-employment efforts, including the Re-employment Services and Eligibility Assessments (RESEA) program and to make sure RESEA and unemployment insurance requirements are completed. These sessions will provide staff with live Q & A, while learning virtual presentation skills for the following topics:

- How to prepare for a session and online etiquette
- Overcome anxiety and fear
- Understand your role and audience
- Learn effective virtual presentation skills
- Maintain control of the session and dealing with potential difficulties

**Action****Required:**

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

Training sessions will be through Webex on the following dates:

- Thursday, May 28 @ 10:00-11:30am
- Thursday, June 4 @ 1:00-2:30pm
- Thursday, June 11 @ 10:00-11:30am

Staff must register for this training in advance through Eventbrite by clicking on Introduction to Virtual Presentation Skills located on the Workforce System Staff Training page on Mass.gov:

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

**After registering on Eventbrite, registrants will receive Webex login details located in the confirmation email.**

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](mailto:kim.m.leonard@detma.org) or Gail Normandin at [gail.normandin@detma.org](mailto:gail.normandin@detma.org). Please reference this Issuance number with your inquiry.