

TRAINING SCHEDULE FOR SEPTEMBER – DECEMBER 2020

Click here: [Career Center Staff Training Sessions - September through December 2020](#)

Issuance 100 DCS 14.354

Issued: 08/24/2020

September:

- 15th @ 9-10:30am – Essentials of Career Planning Session 1
- 15th @ 10-11am - 2020 MassHire Finalist Workshop Sessions – Reliability
- 17th @ 1-2:30pm – Essentials of Career Planning Session 2
- 17th @ 1-2:00pm – Labor Insight – Burning Glass
- 17th @ 10-11:30am – Panel (RESEA and Reports)
- 18th @ 10-11:30am – Panel (RESEA and Reports)
- 24th @ 9-10:30am – Presentation Skills
- 29th @ 1-2pm – To Mute or Not To Mute: Handling difficult customers and situations

October:

- 1st @ 10-12:00pm – Virtual Unified Complaint System
- 1st @ 12-1pm – 2020 MassHire Finalist Workshop Sessions – Living MassHire
- 5th @ 10 -11:30am – ACLS/Adult Education – Cross-training
- 7th @ 1-3:00pm – Virtual Unified Complaint System
- 8th @ 10-11:00am – Labor Insight – Burning Glass
- 13th @ 11-12pm – Title I Youth Program
- 14th @ 2-3pm – Title I Adult/DW Program
- 15th @ 9-10am – To Mute or Not To Mute: Handling difficult customers and situations
- 15th @ 2-3pm – 2020 MassHire Finalist Workshop Sessions – Ingenuity
- 16th @ 9-10am – Title I Performance
- 19th @ 1-2:30pm – Essentials of Career Planning Session 1
- 21st @ 9-10:30am – Essentials of Career Planning Session 2
- 27th @ 9-10:30am – RESEA Session 1
- 29th @ 1-2:30pm – RESEA Session 2

November:

- 4th @ 10-11am – To Mute or Not To Mute: Handling difficult customers and situations
- 5th @ 1-2:30pm - TORQ
- 9th @ 10:30 – 12pm – Customer Service in a Virtual World
- 10th @ 2:30-3:30pm - Labor Insight – Burning Glass
- 12th @ 10 – 11:30am – UI Training – Module 1 (Basics) - Tentative
- 13th @ 11 – 12:30pm – UI Training – Module 1 (Basics) - Tentative
- 16th @ 1 – 2:30pm - UI Training – Module 1 (Basics) - Tentative
- 17th @ 9-10:30am – Essentials of Career Planning Session 1
- 18th @ 1-2:30pm – Essentials of Career Planning Session 2
- 18th @ 10 – 11:30am – UI Training – Module 2 (Enhanced) - Tentative
- 19th @ 1 – 2:30pm - UI Training – Module 2 (Enhanced) - Tentative
- 20th @ 11 – 12:30pm – UI Training – Module 2 (Enhanced) - Tentative
- 23rd @ 1 – 2:30pm - UI Training – Module 3 (Misc. Topics) - Tentative
- 24th @ 10 – 11:30am – UI Training – Module 3 (Misc. Topics) - Tentative

December

- 1st @ 1:30–2:30pm - Labor Insight – Burning Glass
- 2nd @ 12-2:30pm – UI Training – Module 3 (Misc. Topics) - Tentative
- 3rd @ 10 – 11:30am – Panel Discussion (finalizing topics) - Tentative
- 7th @ 10-11:30am – Essentials of Career Planning Session 1
- 8th @ 10–11:30am – TORQ
- 8th @ 1-2:30pm – Essentials of Career Planning Session 2
- 16th @ 9-10am – To Mute or Not To Mute: Handling difficult customers and situations