



DEPARTMENT OF  
CAREER SERVICES

# Workforce Issuance

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☐ Policy ☒ Information

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

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** May 11, 2022

**Subject:** **Upskilling Navigator Bootcamp Trainings**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, MassHire Career Center Directors and other workforce partners of a MDCS 4-day Bootcamp for Upskilling Navigators and other MassHire staff.

Newly hired staff and Navigators should register for all sessions provided in the bootcamp. Priority will be given to these staff. All other staff can register for one or all depending on topics of interest.

**Background:** The MassHire Department of Career Services (MDCS) will be offering training modules for MassHire Career Center Upskilling Navigators and for new or seasoned staff, who want a refresher on the respective training topics. These modules will include an overview of the Mass Workforce System and the MassHire and FutureSkills brand, the Upskilling Navigator role and responsibilities, an overview of ARPA funded programs, MOSES career planning and interview and assessment. Additional topics include, labor market information and tools, resume writing, providing good customer service, and presentation skills for workshops and

meetings. There will be a live Q&A for all modules. The format for the week-long bootcamp is as follows:

- **Day 1:**

- **Module 1: *Overview of Mass Workforce System and Customer Flow / MassHire and FutureSkills Brand***

- This training is designed to provide an overview of the Massachusetts Workforce System and the framework for customer flow using a customer-centered approach. Participants will also learn about the MassHire and FutureSkills brand.

- **Module 2: *ARPA funded programs and Upskilling Navigator Role & Responsibilities***

- An overview of the ARPA funded training programs, eligibility and other grant requirements, connecting customers to training opportunities and engaging internal stakeholders with navigating resources.

- This training will also provide an overview of the Upskilling Navigator role and responsibilities.

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- **Day 2:**

- **Module 1: *MOSES 103 Career Planning***

- A basic course in using the MOSES Career Planning (formerly MOSES Case Management) tab in the Job Seeker record. Covers the simplified basics of the Goals & Tasks tab, Assessment tab, Training Justification tab and the Barriers tab. Notes are discussed and suggested best practices are reviewed.

- **Module 2: *Interviewing and Assessment***

- Assessing customer needs, addressing barriers, triaging for next steps and connecting customers to appropriate Career Center services will be discussed.

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- **Day 3:**

- **Module 1: *Labor Market Information (LMI) & Tools***

- Learn how Labor Market Information (LMI) forms the foundation of an effective job search and supports all aspects of job search by providing a wealth of information to formulate an actionable plan. Become familiar with various LMI Tools.

- **Module 2: *Resume Writing***

- Learn how to write an effective resume that an employer can read easily and quickly.

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- **Day 4:**

- Module 1: Customer Service**

- Learn effective customer service skills to build relationships, reduce problems and build brand awareness.

- Module 2: Presentation Skills**

- Learn how to present workshops via virtual platforms; how to prepare for a session; online etiquette; overcoming anxiety and fear; understand your role and audience, as well as learn effective virtual presentation skills for both workshops and meetings.

**Action**

**Requested:** Please share this issuance with all Upskill Navigators, appropriate MassHire Career Center staff, managers, and directors to ensure that everyone working with customers register for these trainings.

Training sessions will be through WebEx on the dates and times in attachment A.

**After registering on Eventbrite, registrants will receive WebEx login details located in the Eventbrite 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 [realmi@detma.org](mailto:realmi@detma.org) . Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.

**Attachment:** A –Upskilling Navigator Bootcamp Trainings (*Dates, times, topics and links*)

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