



Workforce Issuance

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Policy Information

To: MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MassHire DCS Operations Managers

cc: WIOA State Partners

From: Beth Goguen, Director
MassHire Department of Career Services

Date: February 11, 2026

Subject: **Trauma and Resilience in the Workplace Trainings and Action Labs**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other workforce partners of a two-part training series on trauma-informed practices and building resilience offered by the MassHire Department of Career Services (MDCS), the Massachusetts Workforce Association (MWA), and the Corporation for a Skilled Workforce (CSW).

Trauma and Resilience (T&R MA) provides training and coaching to the MassHire workforce development system by leveraging educational sessions, Action Labs, and peer learning, to support MassHire's Brand Charter mission, vision, and values of collaboration, respect, reliability, and ingenuity. The goal is to foster a healthier and more resilient workforce development system in Massachusetts for both customers and staff by developing a trauma-informed and resilience-building approach and skillset for responding more effectively to customers and colleagues experiencing symptoms of toxic stress and trauma.

Background: MDCS and MWA, in conjunction with CSW, will provide MassHire staff and WIOA partner agencies with an introduction of trauma-informed and resilience-building concepts and practices while also teaching techniques to build resilience.

The project focus is statewide and has representatives from across 16 MassHire workforce development regions as well as 6 MDCS Central Office staff trainers, who will be T&R MA Ambassadors.

Ambassadors will act as catalysts in their regions, ensuring this work extends beyond the training period and becomes part of the state's long-term workforce culture.

In this training, participants will learn how trauma affects the brain, how trauma may show up when working with customers or colleagues and how it can impact success in education, training, and work. The training will also cover secondary and collective trauma, trauma-informed concepts and practices, and ways to focus on healing and techniques to build resilience.

Action

Required: Directors, Managers, Supervisors, and staff are encouraged to participate in these training sessions.

Each training course and the corresponding Action Lab are 2.0 hours long. Staff must register for the training and corresponding lab in advance by selecting the link provided for each of the scheduled training dates. To receive the full benefit of this training, attending all sessions is strongly recommended.

[Introduction to Trauma & Resilience](#)

Training: March 5, 2026, 9:00am – 11:00am

[Action Lab](#)

Date: March 26, 2026, 9:00am – 11:00am

[Secondary Trauma, Self-Care and Collective Care](#)

Training: April 16, 2026, 9:00am – 11:00am

[Action Lab](#)

Date: May 7, 2026, 9:00am – 11:00am

Effective: Immediately

Attachment: Trauma & Resilience in the Workplace Flyer

Inquiries: Please direct all questions to the Training and Development team @ mdcstraining@mass.gov.