



DEPARTMENT OF
CAREER SERVICES

Workforce Issuance

100 DCS 37.101

☐ Policy ☒ Information

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: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: January 25, 2023

Subject: **Upskilling Navigator Bootcamp Trainings**

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

Newly hired staff and Navigators are strongly encouraged to register for all sessions provided in the bootcamp. Other staff may register for one or multiple sessions depending on topics of interest.

Background: The MassHire Department of Career Services (MDCS) will be offering training modules for MassHire Career Center Upskilling Navigators. New or seasoned staff, who want to attend or want a refresher on the respective training topics are also welcome.

These modules will include an overview of the Massachusetts Workforce System and the MassHire and FutureSkills brand, ARPA Funded Programs and Upskilling

Navigator Role and Responsibilities, Career Planning and Interviewing and Assessment and FutureSkills Program and Course Enrollment Data Entry for Job Seekers. Additional topics include Labor Market Information (LMI) and Tools, Resume Writing, Customer Service for the Modern Workplace, and Presentation Skills. There will be a live Q&A for all modules. The format for the bootcamp is as follows:

- **Day 1:**

- **Module 1: *Overview of Massachusetts 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.

- **Day 2:**

- **Module 1: *Career Planning and Interviewing and Assessment***

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

- **Module 2: *FutureSkills Program and Course Enrollment Data Entry for Job Seekers***

- Learn how to effectively enter Job Seekers into MOSES FutureSkills program and enrollment into FutureSkills Funded training Courses.

- **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.

- **Day 4:**

- Module 1: *Customer Service for the Modern Workplace***

- 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.

MOSES 103: Career Planning Data Entry on February 22, 2023 @ 9:00am (alternative dates available)

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.

Register: <https://www.mass.gov/how-to/moses-103-career-planning-training>

Action

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

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

Effective: Immediately

Inquiries: Please direct all questions to ashley.terrell@mass.gov or kim.m.leonard@mass.gov. 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*)

Attachment A

Module 1 Trainings 9:00am-11:00am

Module 2 Trainings 1:00pm-3:00pm

Please note this registration has been consolidated into a single-step process using Webex. This will enable staff to register for one or all the modules in the Upskilling Navigator Bootcamp series.

Webinar series registration link:

<https://eolwdma.webex.com/webappng/sites/eolwdma/webinar/webinarSeries/register/3225d94afb234183a8f878c1d237efd5>

Day 1: Monday, February 13th

Module 1: Overview of Mass Workforce System & Customer Flow / MassHire & FutureSkills Brand

Module 2: ARPA Funded Programs and Upskilling Navigator Role and Responsibilities

Day 2: Tuesday, February 14th

Module 1: Career Planning and Interviewing and Assessment

Module 2: FutureSkills Program and Course enrollment Data Entry for Job Seekers

Day 3: Wednesday, February 15th

Module 1: Labor Market Information (LMI) & Tools

Module 2: Resume Writing

Day 4: Thursday, February 16th

Module 1: Customer Service for the Modern Workplace

Module 2: Presentation Skills

***MOSES 103: Career Planning Data Entry on February 22, 2023 @ 9:00am
(alternative dates available)***

Register: <https://www.mass.gov/how-to/moses-103-career-planning-training>