

# Mass Workforce Issuance

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☐ Policy ☒ Information

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**To:** Chief Elected Officials  
Workforce Board Chairs  
Workforce Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers

**cc:** WIOA State Partners

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

**Date:** July 2, 2015

**Subject:** Mass BizWorks Business Services Staff Training

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**Purpose:** To notify Local Workforce Boards, One Stop Career Center Operators, and other Local Workforce Investment and Economic Development partners of a series of Mass BizWorks Business Services Staff Training. This training is designed to provide consistency and best practices when serving the Massachusetts Business Community (**This is a repeat of the June 10 & 17<sup>th</sup> Module 1 training for those that were unable to attend and any new staff**).

**Background:** As a result of the efforts of Mass BizWorks' Staff Training & Development Committee a professional and coordinated services strategy and best practices training has been developed. The training will consist of several modules including: vision & mission going forward for Mass BizWorks, role of business services staff, marketing workforce and economic development programs to businesses; building relationships with businesses, tips on how to outreach to business and the tools developed including the Business Resource Guide and Card. There will be presentations and discussions on LMI, Systems Development and the tracking of services.

The training will provide attendees with the resources and tools that will enable them to provide employers/businesses with services pertinent to their business needs through an efficient deployment of resources and personnel. Operations Managers, Career Center Directors, Career Center Staff, Workforce Board Staff,

Massachusetts Office Business Development, Veteran's Reps, Community College Navigators and all others that work with businesses should attend.

The session will be held at [Central MA Workforce Investment Board, 44 Front Street, 3<sup>rd</sup> floor, Worcester, MA.](#)

**Wednesday, July 29, 2015, 9:00am to 3:00pm**

Please use the attached registration form.

Note: Lunch will be provided

**Action**

**Required:** Please disseminate this information and assure that all appropriate staff registers for a training session.

**Inquiries:** Questions regarding this training should be directed to Elaine Joyce at [ejoyce@detma.org](mailto:ejoyce@detma.org) or 978-722-7031 or Norca Disla-Shannon at [ndisla-shannon@detma.org](mailto:ndisla-shannon@detma.org) or 978-722-7013.

**Attachment:** Registration Form