

Mass Workforce Issuance

Workforce Issuance No. 14-44

☐ Policy ☒ Information

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

cc: WIA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: May 21, 2014

Subject: **Mass BizWorks (formerly EBE) Staff Training and Development Committee
Business Services Training**

Purpose: To notify Local Workforce Investment 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.

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 Systems Development and the tracking of services. All staff from all partner agencies working with businesses/employers should be scheduled for this training.

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.

The trainings will be all day 9:00am to 3:00pm. The first 3 sessions will be held at ETR Framingham, 1671 Worcester Rd, Framingham, MA. Please see the website for directions: <http://www.etrcc.com/directions-framingham.php>. The 4th session will be held at Franklin Hampshire Career Center, 178 Industrial Drive, Northampton, MA. Please see the website for directions: <http://www.fhcc-onestop.com/index.php/about-fhcc/locations-a-directions#northampton>

June 13, 2014	Framingham ETR
June 20, 2014	Framingham ETR
June 27, 2014	Framingham ETR
July 11, 2014	Northampton FHCC

Please use the attached registration form and return to Elaine Joyce at ejoyce@detma.org

Note: Lunch will not 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 or (978) 722-7031 or Norca Disla-Shannon at ndisla-shannon@detma.org or (978) 722-7013.

Attachment: Registration Form