

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

Mass Workforce Issuance

100 DCS 14.120

☐ Policy ☒ Information

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: February 5, 2016

Subject: Mass BizWorks Staff and Development Committee Business Services Training

Purpose: To notify Local Workforce Boards, One-Stop Career Center Operators, and other Local Workforce and Economic Development partners of Mass BizWorks Business Services Staff Training - Module 1. This training is designed to provide consistency and best practices when serving the Massachusetts Business Community (**This is a repeat of last year's Module 1 training for those that were unable to attend or 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. Staff (including new staff and those that missed the training when it was offered in the first round) 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. Operations Managers, Career Center Directors and other Career Center Staff, Workforce Board Staff, Massachusetts Office Business Development, Veteran's Representatives, Community College Navigators and all others that work with businesses should attend.

The training will be all day:

Tuesday, February 23, 2016 *(Snow date Tuesday, March 1, 2016)

9:00AM—3:00PM

Boston Career Link

1010 Harrison Avenue, Boston, MA 02119

617-536-1888

Please see the website for directions: www.bostoncareerlink.org

****In case of inclement weather please call 978-722-7013 a message will be posted by 7am***

Note: Lunch will be provided

Please register through Eventbrite: <http://www.eventbrite.com/e/mass-bizworks-staff-training-development-committee-business-services-module-1-training-tickets-21310102089>

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.