

Mass Workforce Issuance

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Policy Information

To: Chief Elected Officials
Workforce Development Board Chairs
Workforce Development 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: May 6, 2015

Subject: **Mass BizWorks Staff & Development Committee Business Services Training**

Purpose: To notify Local Workforce Development Boards, One Stop Career Center Operators, and other Local Workforce and Economic Development partners of Mass BizWorks (formerly EBE) Business Services Staff Training. This one day 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 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 businesses/employers 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 Development Board Staff, Massachusetts Office Business Development, Veteran's Representatives, Community College Navigators and all others that work with businesses should attend.

The trainings will be all day 9:00am to 3:00pm and held at [Central MA Regional Employment Board, 44 Front Street, 3rd floor, Worcester, MA.](#)

Wednesday, June 10, 2015

or

Wednesday, June 17, 2015

Please use the attached form to register for preferred date and email to Elaine Joyce at ejoyce@detma.org no later than June 3rd.

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 or 978-722-7031 or Norca Disla-Shannon at ndisla-shannon@detma.org or 978-722-7013.

Attachment: Registration Form