Training Title	Description
Building Bridges with Customers	Working with customers can be challenging, but it doesn't always have to be! In this session, we will discuss both proactive and reactive solutions to help guide staff through challenging customer encounters. In this session, we will discuss best customer service practices, such as effective communication and setting expectations, as proactive measures to decrease customer dissatisfaction. Additionally, de-escalation techniques to support customers in challenging moments will be reviewed as well as resources to support both customers and staff.
Demystifying Labor Market Information	Does your MassHire Career Center have customers who are interested in transitioning careers, are laid off due to a shifting economy, or are curious about local employment? Join us to learn more about how staff can guide customers to new employment opportunities using Labor Market Information (LMI). Labor Market Information is crucial to an effective job search and allows staff to match the specific needs and skills of a customer with relevant employment options. This training will provide an overview of LMI as well as how to use LMI to search for meaningful employment—from the job search process to the interview process. This training will additionally cover local LMI data, LMI job search assessments, and additional LMI resources.
DTA | SNAP Rules Training	MassHire connects customers with personalized support to overcome employment barriers. Join MDCS and DTA to learn about the Work Participant Program (WPP) and WPP Expansion programs, along with the collaborative work being done to ensure that Transitional Aid to Families with Dependent Children (TAFDC) and Supplemental Nutrition Assistance Program (SNAP) clients receive tailored and appropriate job readiness, job matching, coaching and employment supports, including which customer populations are eligible. In this training, we will review our partnership agreement with the DTA to ensure our low-income customers and families have the support needed to achieve economic self-sufficiency. We will examine WPP best practices to promote individualized assistance for our shared customers' needs, from taking initial assessments to career planning to job placement. Lastly, protocols for data entry and reporting protocols for staff assisting DTA customers will be reviewed to ensure compliance with the DTA. Don't miss the opportunity to sign up for this quarterly training session!

Elevating Business Services	Looking to elevate your approach to employer outreach and engagement? This training will review techniques to foster successful relationships with the businesses you work with-- from locating businesses to crafting an impactful elevator speech, meeting dynamics, and effective follow-up strategies. Learning how thoughtful interactions throughout every stage of the process will allow you to maximize your impact with our business partners.
Elevating Customer Service	MassHire Career Centers serve a large and diverse customer base—from individuals seeking employment to our business and vocational partnerships. In this training, we will discuss the values and characteristics of exceptional customer service as well as methods and strategies to individualize our customer service approach. We will also discuss the role of biases in customer service and ways to overcome them in order to provide the best support to all customers. Come and learn practical skills to make customer service a strength!
Essentials of Career Planning	Career planning is an involved and individualized process for each customer. As MassHire Career Center staff, we guide our customers throughout the entire process. This training gives a deeper dive into the complete career planning process—beginning with initial assessments, to staff triage, and ending with Career Center services we can offer. We will discuss the roles of Wagner Peyser and WIOA funding in determining the type of career planning documentation and services we provide for each population of MassHire's customers, including Priority of Service. We will examine how to use information taken within the initial process steps to develop an Individual Employment Plan (IEP) to best support the needs of the individual customer. Lastly, we will review best practices for documentation in MOSES when providing career planning services.
Excel: ***Module I***	***NOTE: We will be demonstrating using the latest build of Microsoft Excel for Microsoft 365. Staff may have an earlier Excel version. Based on the version of Excel you have, the core features will generally be the same; however, the appearance, location, and layout of tools and functions may slightly vary. This training incorporates hands-on practice in Excel. If possible, two screens are recommended If several colleagues are attending within the same Career Center, you may use a projector as a second screen; however, each participant must bring their own laptop for practice. Otherwise, please feel free to attend normally.*** If you've never used Excel before, you're in the right place! This training is intended for beginners of Excel and will walk through the basic features step-by step—from understanding

	a spreadsheet to inserting charts. Topics reviewed include creating a workbook, basic data entry, formatting, sorting information, auto functions, inserting charts, and saving your workbooks. At the end of this hands-on training, you will understand the basics of Excel and be able to apply them in your daily work.
Excel: ***Module II***	***NOTE: We will be demonstrating using the latest build of Microsoft Excel for Microsoft 365. Staff may have an earlier Excel version. Based on the version of Excel you have, the core features will generally be the same; however, the appearance, location, and layout of tools and functions may slightly vary. A basic understanding of Excel data entry is needed for this training. Please join Module I if you need prior experience in this area. If possible, two screens are recommended as this training incorporates hands-on practice in Excel. If several colleagues are attending within the same Career Center, you may use a projector as a second screen; however, each participant must bring their own laptop for practice. Otherwise, please feel free to attend normally.*** Already familiar with Excel and want to use it to increase productivity? Excel Module II explores the essential Excel skills that can make everyday tasks faster and more efficient. Topics reviewed include intermediate functions (including Count and IF), data validation, conditional formatting, and protecting and securing worksheets. Excel features to increase useability and ease of working with large spreadsheets will also be covered such as freezing panes, naming ranges, and grouping data. Guided Excel practice is central to this training, ensuring that new skills stick. Register to learn how to organize and manage data more efficiently to save time and reduce errors.
Excel: ***Module III***	***NOTE: We will be demonstrating using the latest build of Microsoft Excel for Microsoft 365. Staff may have an earlier Excel version. Based on the version of Excel you have, the core features will generally be the same; however, the appearance, location, and layout of tools and functions may slightly vary. A basic understanding of Excel data entry is needed for this training. Please join Module I and II if you need prior experience in this area. If possible, two screens are recommended as this training incorporates hands-on practice in Excel. If several colleagues are attending within the same Career Center, you may use a projector as***

	a second screen; however, each participant must bring their own laptop for practice. Otherwise, please feel free to attend normally. Unlock the power of PivotTables to share data and make informed decisions in a matter of minutes! This module will review how to organize and analyze large spreadsheets using Excel's PivotTable tools. Learn how to create PivotTables, step by step, including how to use filters, slicers, and timelines to summarize data, make connections, and spot trends. Hands on practice is the focus, allowing you to apply what you learn right away. This module is intended for intermediate Excel users. No advanced skills are necessary, just a willingness to explore and learn!
Fields to Fairgrounds: Recruitment for Seasonal and Temporary Jobs	The Agricultural Recruitment System (ARS) is MassHire JobQuest in Massachusetts. ARS provides agricultural employers a mechanism to recruit qualified U.S. workers for temporary or seasonal agricultural work. ARS includes a process for handling local, intrastate and interstate seasonal and temporary agricultural job orders. This training will provide an overview of ARS including H2A, H2B, and the roles and responsibilities of MassHire Department of Career Services (MDCS) and MassHire Career Center (MCC) staff.
Intro to MassHire JobQuest	MassHire's JobQuest (MJQ) continues to undergo enhancements to improve the customer experience. Come learn more about MJQ most updated enhancements that enables customers to easily navigate the job search process. The training will include an in-depth review of MJQ features such as the on-demand videos (ODVs), including the CCS video, job searching, creating a profile, and the Career Action Plan (CAP). We will also discuss the integrated features between MJQ and MOSES which grant MassHire Career Center staff a more encompassing view of their customers' job search journey. Through MJQ and MOSES integration, staff will also learn how to refer candidates directly to employers seeking employee candidates.
Language Access Training	MassHire customers are diverse, including the languages they speak. Join Marisa de la Paz, Director of the Multilingual Services Unit, as she facilitates MassHire's Language access Training for customers with Limited English Proficiency (LEP). She will review the Language Access services that staff have at their disposal to support LEP customers throughout the MassHire system. In this training, topics will include a review of Language Access Laws and Executive Orders which ensure non-discrimination and equal access opportunities for all

	MassHire Career Center customers. The Multilingual Services Unit, responsible for providing translation and interpretation services for the EOLWD, will be discussed as well as the support they provide to promote effective communication between our MassHire staff and customers. Best practices to support LEP and American Sign Language (ASL) customers will also be examined, including for both virtual and in person services. Don't miss the opportunity to sign up for this quarterly training session!
MassHire Career Centers and the Migrant Seasonal Farm Worker (MSFW)	This training will provide an overview of the Wagner-Peyser Act related to Migrant Seasonal Farm Workers (MSFWs) and the regulations implemented to ensure they have access to and receive services "qualitatively equivalent and quantitatively proportional" to the services provided to non-MSFWs in compliance with Federal and State laws, policies, rules, and guidelines. Attendees will also learn about recent system changes to MOSES and MassHire JobQuest that ensure proper identification of MSFWs and compliance with Equity Ratio Indicators (ERIs).
MassHire Career Centers and the State Monitor Advocate: *Supporting Agricultural Workers and Employers Across Massachusetts*	This training is intended to help staff better understand how to support agricultural workers and employers, ensure compliance with federal and state requirements, and promote inclusive service delivery. This session will introduce staff to the Monitor Advocate System (MAS), a federal and state oversight framework designed to ensure Migrant and Seasonal Farm Workers (MSFWs) have equitable access to career services, training opportunities, and workforce protections through the MassHire system. Participants will learn about the role of the State Monitor Advocate, the responsibilities of MassHire Career Centers in serving MSFWs, and the updated MassHire SMA Monitoring Policy.
MassHire Career System Registered Apprentice Training: *Apprentice and Employer Spotlight*	Join as we explore the question of why registered apprenticeship? Hear directly from an employer sponsor and an apprentice who will share their apprenticeship journey.
MassHire Career System Registered Apprentice Training: *Understanding & Promoting Registered Apprenticeships*	Effectively promoting registered apprenticeships as high-quality career pathways, helping jobseekers and employers understand their value, accessibility, and role in meeting local workforce needs.
Microsoft TEAMS: *Getting Started*	***NOTE: Registrants in this class must have Microsoft Teams access to participate in real-time activities.***

	If you are not sure what the difference is between a "Team" and a "Channel" or when to use a "Post" or a "Chat", this class is designed for you. Microsoft Teams is a collaboration platform used for chat, video calls, file sharing, and team management. This class will begin at the beginning, defining basic Teams terms before enrolling each participant into a training "Team" and walking through the basic functions. You will all get an opportunity to send a chat, post a message, save a file, and at the end of the class be able to navigate Teams with a new confidence!
MOSES 101: *Jobseeker Basics* **(Session 1 of 3, Day 1)**	***NOTE: This is Session #1 a multi-day class. This is a required class for staff accessing the MOSES database. Mandatory homework and exam are required to successfully be certified for MOSES access.*** A basic course in navigating the MOSES database. Attendees will learn the Job Seeker Basic tab, Full tab, Education tab, Work History tab, Services tab and Notes area. Job Seeker Workshop registration is covered. The job match process is learned. Students will be able to add and edit the basic job seeker records upon completion.
MOSES 101: *Jobseeker Basics* **(Session 2 of 3, Day 2)**	***NOTE: This is Session #2 of a multi-day class. This is a required class for staff accessing the MOSES database. Mandatory homework and exam are required to successfully be certified for MOSES access.*** A basic course in navigating the MOSES database. Attendees will learn the Job Seeker Basic tab, Full tab, Education tab, Work History tab, Services tab and Notes area. Job Seeker Workshop registration is covered. The job match process is learned. Students will be able to add and edit the basic job seeker records upon completion.
MOSES 101: *Jobseeker Basics* **(Session 3 of 3, Day 3)**	***NOTE: This is Session #3 of a multi-day class. This is a required class for staff accessing the MOSES database. Mandatory homework and exam are required to successfully be certified for MOSES access.*** A basic course in navigating the MOSES database. Attendees will learn the Job Seeker Basic tab, Full tab, Education tab, Work History tab, Services tab and Notes area. Job Seeker Workshop registration is covered. The job match process is learned. Students will be able to add and edit the basic job seeker records upon completion.

MOSES 102: *MOSES Business Services Data Entry* (1 day)	MOSES is the acronym for Massachusetts One Stop Employment System. It is a central database used to collect and report information required by state and federal agencies that fund sources for WIOA (Workforce Innovation and Opportunity Act) and other programs. This training will introduce the MOSES database for Employer Services. Attendees will learn the Searching for Employers, adding and editing Employer records, Job Order data entry (e.g., three Job Order varieties), and Employer Services. Creating Job Fair / Recruitment events is covered, as well as Job Development referrals.
MOSES 103: *MOSES Career Planning Data Entry* (1 day)	MOSES is the acronym for Massachusetts One Stop Employment System. It is a central database used to collect and report information required by state and federal agencies that fund sources for WIOA (Workforce Innovation and Opportunity Act) and other programs. This training will introduce the MOSES Career Planning (formerly MOSES Case Management) tab on the Job Seeker record. Attendees will learn the basics of the Goals & Tasks tab, Assessment tab, Training Justification tab, and the Barriers tab. Notes are discussed and Best Practices are reviewed.
MOSES 104: *MOSES Eligibility , Course Enrollment and Course Registration* (1 day)	MOSES is the acronym for Massachusetts One Stop Employment System. It is a central database used to collect and report information required by state and federal agencies that fund sources for WIOA (Workforce Innovation and Opportunity Act) and other programs. This session is a basic MOSES course in data entry on the basic Program Eligibility, Program Enrollment and Training registration fields.
MOSES Mini Clinics	Monthly quick trainings that will provide guidance and best practices on various MOSES topics. These sessions are open training sessions to help clarify a stronger understanding of MOSES areas and issues.
Navigating LMI Websites: *Career OneStop and O*Net Online*	***NOTE*: *Effective 12/31/26 MassHire 360 is sunsetting and will no longer be available as a LMI resource*.** Join us for an interactive overview of two LMI websites, Career One Stop & O*Net Online. Our team will show a live demonstration of these websites and how to assist job seekers in navigating them. Particular attention will be paid to how job seekers can utilize these websites to complete their mandatory LMI research for their RESEA programs.
On the Job (OJT) Training	Join us to hear more about On-the-job training, also known as OJT for your jobseekers. This is a hands-on method of teaching the skills, knowledge, and competencies needed for employees to perform a specific job within the workplace. Jobseekers earn while they learn!

PCA Directory Informational Sessions	There are currently over 400 jobs available and posted statewide on the Mass PCA Directory, providing multiple opportunities for job seekers to get hired as Personal Care Attendants (PCAs). PCAs are hired to assist the consumer with home and personal care tasks like walking, bathing, or cooking. Becoming a qualified PCA allows jobseekers to grow their skill set through workshops and classes offered by the PCA Workforce Council. Once training is completed, jobseekers will access the Mass PCA Directory, the online job board, to connect with consumers who need assistance. We hope you will join us for this very informative session.
Personal and Home Care Aide Training (PHCAST)	PHCAST is an online training program to prepare jobseekers for a meaningful career as a home care aide. The trainings are FREE and offered in 8 different languages.
Question. Persuade. Refer (QPR): *Suicide Prevention Training*	Are you noticing jobseekers, colleagues, friends or family struggling with mental health or thoughts of suicide? Don't miss the opportunity to participate in this very informative and engaging training course through the Department of Public Health. QPR is a workshop designed to teach people from all walks of life how to respond to someone struggling with a mental health crisis or thoughts of suicide. This training is not intended to be clinical, but rather to offer a tool that anyone can employ to prevent suicide following three clearly defined steps - Question, Persuade, Refer. QPR is meant to offer hope to those in crisis and/or those who may consider suicide. The interactive, 1.5-hour training will increase attendees' levels of confidence in addressing the stigma that surrounds mental health and suicide, enabling them to talk freely and act when necessary to save a life.
RESEA: *Module I*	***NOTE: It is advised that newly hired staff take all RESEA Modules (I-III). Staff can sign up for any of the Modules that are most applicable to their needs*** Are you new to MassHire or want a refresher of the RESEA program? Join us to learn about the Reemployment Services and Eligibility Assessment program. This introductory training will provide an overview of the RESEA program including the customer selection process, eligibility requirements, the enrollment and notification process, deadline requirements (with a focus on the CCS), and the program's relationship to UI benefits. We will also discuss how JobQuest can be leveraged for customers enrolled in the RESEA program, including its integration with MOSES for documentation purposes.

RESEA: *Module II*	***NOTE*: It is advised that newly hired staff also take RESEA: Module I and RESEA: Module III classes. Staff can sign up for any of the Modules that are most applicable to their needs** Are you new to MOSES or want a refresher on best practices for RESEA customer documentation? Come join us for RESEA: Module II training. This session closely examines staff's role as an administrator of the RESEA program for the customer and how to document the services provided in MOSES. Topics covered include conducting an Initial Review, Interim Service Goals, and completing a RESEA Review within the deadline requirements. This module focuses heavily on MOSES data entry and Crystal Reports, documentation tools that can be used to best support MassHire customers.
RESEA: *Module III*	***NOTE*: It is advised that newly hired staff also take RESEA: Module I and RESEA: Module II classes. Staff can sign up for any of the Modules that are most applicable to their needs** This training builds on RESEA: Modules I-II. During the RESEA process, special situations can arise based upon circumstance—we refer to these as 'Special Circumstances'. This training provides explanation for those Special Circumstances as it relates to the RESEA program. The Special Circumstances we will cover include the 60 Day Process, RESEA Sanctions, DUA communication, Return to Work, Section 30/TOP Training, RESEA Program Exits, and RESEA recipients who left the state. A strong emphasis on MOSES documentation for these situations is also addressed.
Section 30 | Training Opportunities Program (TOP)	This training will introduce participants to the Section 30/Training Opportunities Program (TOP). This is a special program within the Department of Unemployment Assistance (DUA) that allows approved UI claimants to attend school or training without interrupting their Unemployment Insurance (UI) benefits. In addition, approved TOP claims may be eligible for up to an additional 26 weeks of UI benefits beyond their normal UI credit.
Staying Safe at Work	Harassment is not part of the job description. Join this session to learn strategies which promote a safe working environment when working with challenging customers. The training will review the importance of workplace safety, warning signs of disruptive behaviors, utilizing the progressive discipline policy issuance, and de-escalation techniques. We will model strategies presented in the training using examples drawn from MassHire staff experiences. At the end of this session, staff will have practical steps to promote a culture of

	safety in their workplace as well as proactive solutions when working with challenging customers.
Strategies for Stress	At MassHire, you juggle your customers' job seeking needs, Career Center demands, state and federal policies, coordination with partner agencies and businesses, state and DCS initiatives, staff shortages, etc. Stress is not only common—it's inevitable. The good news . . Stress can be managed and if managed productively, it can even churn growth and improve your workflow! Come join us to better understand how to identify signs of stress, the effects of unchecked stress, and how to turn negative stress into positive stress! We will also discuss stress management techniques to use in the workplace as well as strategies to help create a better work-life balance.
The Business Cycle in Motion	Understanding the overall business cycle is vital to providing solutions which meet the unique needs of each business that partners with MassHire. This training will review MassHire, state, and federal resources available to businesses within the Commonwealth, highlighting those most relevant at each stage of the business cycle. Learn how to identify and determine best practices for each stage by working through scenario-based examples.
The Polished Presenter	Presentations have shifted to virtual environments. Have you shifted your skills to match? Join our Presentation Skills for the Modern Workplace training to learn methods for delivering an effective online seminar with customers. In this training, staff will learn methods to improve both online and in-person communication skills, steps to prepare online training materials, and tools to facilitate training to engage an audience. Strategies to manage unexpected technical difficulties or difficult situations with an audience will also be reviewed. Come join us and improve your presentation skills today!
Time Management Fundamentals	Managing time effectively can be easier with the right tool kit at your disposal. Come join the Time Management Fundamentals training to learn strategies and tools to help achieve greater productivity in the same, or less, amount of time. In this training, staff will learn fundamentals for staying organized—a key to successful time management. Topics will cover how to manage emails, files, and workloads in a stream-lined manner, reducing wasted time. Budgeting time to yield the greatest results is the focus of this training.
UI Level II/RESEA Chat	Our former UI Level II and RESEA chats have been combined. Our partnership with the DUA is integral to the success of MassHire customers receiving UI Benefits. These bi-monthly sessions will begin with a review of important unemployment and RESEA updates. During the

	UI Level II Chat portion, a DUA representative will be present to provide updates on the EMT and Unemployment Services for Workers system and respond to staff questions, experiences, and challenges. In addition, the session will include a RESEA Q&A component, offering a forum for staff to exchange ideas, highlight best practices, raise concerns, and provide feedback to support ongoing improvement.
WIOA Title I: *Adult/Dislocated Worker Program Training*	Provides information and technical assistance on eligibility criteria for adults and dislocated workers, source documentation, career services/training, career planning, coordination with WIOA Core programs, and serving shared customers.
WIOA Title I: *Performance Training*	This training will provide an overview of the federally required WIOA performance measures for the Title I Adult, Dislocated Worker, and Youth programs. In addition, attendees will learn how MOSES data entry impacts local area performance outcomes and review several scenarios that will help solidify their understanding of the measurement's guidelines.
WIOA Title I: *Youth Program Training*	Provides information and technical assistance on eligibility criteria for youth, source documentation, program requirements, the Individual Service Strategy (ISS) plan, and coordination with WIOA Core programs.