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.
Complaint System (Module I): Fundamentals of the Unified Complaint System	This training will enable general staff, managers, Complaint Officers, Hearings Officers, and Workforce Board Staff to acquire fundamental knowledge and skills. It will provide an overview of the Unified Complaint System beginning with the legislation and laws that govern and support the system. Types of complaints, who may file a complaint, and how to take a complaint will also be covered.
Complaint System (Module II-A): Training and Individual Service Complaints under the Workforce Innovation and Opportunity Act	This specialized training module equips MassHire Career Center (MCC) staff, program managers, and compliance monitors with the legal knowledge and administrative skills required to manage complaints under the Workforce Innovation and Opportunity Act (WIOA). Participants will master the precise protocols for tracking, investigating, and resolving individual service and training-related disputes while maintaining strict federal compliance.
Complaint System (Module II-B): Agency Service, Employer and Employment-law related Complaints under Wagner-Peyser (WP)	This specialized training module equips MassHire Career Center (MCC) staff, business service representatives, and compliance managers with the precise protocols required to handle agency service, employer, and employment-law complaints. Participants will master the legal framework of the Wagner-Peyser Act (WPA) Employment Service (ES) Complaint System, ensuring all submissions are processed, tracked, and resolved in strict accordance with federal regulations.
Complaint System (Module II-C): Discrimination, Equal Employment Opportunity (EEOC) and Massachusetts Commission Against Discrimination (MCAD)	This specialized training module provides MassHire Career Center (MCC) leadership, staff, and compliance officers with the legal knowledge and practical skills required to recognize, prevent, and process discrimination complaints. Participants will analyze federal and state frameworks to ensure absolute compliance with Equal Employment Opportunity (EEO) standards within the workforce development ecosystem.

Complaint System (Module III): The Unified Complaint System | Hearings Process	This specialized training module equips administrative personnel, compliance managers, and legal officers with the functional competencies required to execute a fair, compliant, and legally defensible hearing process under the Unified Complaint System (UCS) framework. Participants will master the mechanics of objective analysis, strategic pre-hearing preparation, and standard courtroom etiquette to protect institutional integrity.
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!
Early Childhood Education Career Opportunities	Please join MDCS and the Department of Early Education and Care (EEC) for a training session to learn about the increasing demand for Early Childhood Education (ECE) teachers and how to effectively support MassHire jobseekers in accessing these career pathways. Ongoing staffing shortages of early education teachers have created urgent need, as well as

	meaningful opportunities across the industry, including childcare centers, nursery and preschool programs, and Head Start and Early Head Start programs. While Massachusetts continues to see strong employer demand in early education, the consistent hiring trends underscore the importance of workforce pipelines, credentialing pathways, and supportive training models. This training will review the need to expand statewide capacity for the ECE workforce and includes: • High demand for skilled educators • Multiple career pathways • Opportunities for advancement • Meaningful, community-centered work • Funding for higher education- certificate to graduate degree options • We look forward to you joining us to learn the importance of strengthening partnerships between community colleges, Career Centers, and employers to support recruitment, retention, and advancement in the early education workforce.
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.
Introduction to Trauma & Resilience	***NOTE: It is recommended, but not required, to register and attend "Introduction to Trauma & Resilience" (Action Lab #1) on to practice applying the tools learned at this training.*** In this training, participants will learn how trauma affects the brain, how trauma may show up when working with customers or colleagues and how it can impact success in education, training, and work. The training will also cover trauma-informed concepts and practices, along with ways to focus on healing and techniques to build resilience. Participant interaction is encouraged; sensitive topics will be discussed, so please plan to attend in a private setting, if possible, and the use of headphones is highly advised.
Introduction to Trauma & Resilience (Action Lab #1)	***Prerequisite Options:*** ***Option 1 - Attend Introduction to Trauma & Resilience live training.*** ***Option 2 - Review the CSW Training & Resilience at Work Quick Guides*** An action lab allows a safe space for participants to practice applying the tools and strategies learned at the Introduction to Trauma and Resilience. The format will include facilitated breakout groups and group discussions. Participant interaction is encouraged; sensitive topics will be discussed, so please plan to attend in a private setting, if possible, and the use of headphones is highly advised.
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!
Lightcast Fundamentals	Lightcast is a leading market analytics firm committed to providing businesses, learning providers, and governments with comprehensive, real time labor market data, clear analysis, and expert insight into the complexities of today's global workforce. This session will cover Lightcast best practices, common reporting standards, and a comprehensive review of key reports. We will also provide essential information to ensure successful user experiences. A dedicated Q&A session will follow the presentation, which will be facilitated by a Lightcast representative.
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 Information System 360	The MassHire Career Information System 360 (MassHire CIS 360) is a comprehensive, internet-based career information delivery system and labor market tool. It is designed to be an invaluable tool for career counselors, job seekers, students and educators, MassHire CIS provides information on career assessment and planning, occupations, the labor market, wages, outlook, and educational options. Tools that are needed to help people make better-informed career and school choices. MassHire Career Information Systems is purchased with grants by the US Department of Labor (USDOL) Employment and Training Administration, it is primarily procured for the use of the Department of Career Services Career Centers, its partners and Massachusetts constituents. As such the training's primary focus is for career center staff usage. It will cover a specific component of the MassHire Career Information System 360. In addition, there will be a brief instructional PPT on how to use Google Translate with the MassHire CIS 360 site.
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: Drop-in Session	Effectively promoting registered apprenticeships as high-quality career pathways, helping jobseekers and employers understand their value, accessibility, and role in meeting local workforce needs.
MassHire Career System Registered Apprentice Training: Identify Program Need based on Occupation	Join us as we Identify Program Needs: Based on Occupation. This training session will go into how discovery meetings help employers build pathways.
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 for Managers	Offered as a Mini Clinics by topic. A walk through the Managerial functions in MOSES and an open question-and-answer discussion. Topics can include: The Administration tab will be reviewed with Career Center functions highlighted and reviewed; A review of Career Planning / Closing Career Plans / Transferring Career Plan Customers; Event / Workshop maintenance and management discussion. How to unlock MOSES staff accounts and provide a new MOSES password; MOSES access levels and options are reviewed. AWS / AppStream / MOSES application is gone over.
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.
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.
Resume Rehab	The hiring process shifted with the advent of online application systems. Our customers must adapt their job search and resume writing to reflect today's working world. Resume writing strategies to compete in the modern application process is the focus of this training. In this training, we will discuss the best resume types and formats for a customer's experience and skills, the online job search and application process, the Applicant Tracking System (ATS), and the iterative resume building process. Online job search and resume building resources will also be reviewed—tools staff can immediately use when assisting customers in their resume writing. Sign up to learn ways to give our customers a modern edge in the application process when creating their resumes.
Secondary Trauma, Self-Care & Collective Care	***NOTE:*** It is recommended to attend both Introduction to Trauma and Resilience and Introduction to Trauma and Resilience (Action Lab #1) to have a basic understanding of this topic.

	In this training, participants will learn about secondary trauma and how it can affect workforce development professionals. Participants will also discover self-care and collective-care strategies to reduce and prevent vicarious trauma. Participant interaction is encouraged; sensitive topics will be discussed, so please plan to attend in a private setting, if possible, and the use of headphones is highly advised.
Secondary Trauma, Self-Care & Collective Care (Action Lab #2)	***Prerequisite Options:*** Option 1 - Attend Secondary Trauma, Self-Care, & Collective Care live training. Option 2 - Review the CSW Training & Resilience at Work Quick Guides This action lab allows a safe space for participants to practice applying the tools and strategies learned at the Secondary Trauma, Self Care & Collective Care training. Format will include facilitated breakout groups and group discussions. Participant interaction is encouraged; sensitive topics will be discussed, so please plan to attend in a private setting, if possible, and the use of headphones is highly advised.
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.
Trade Adjustment Assistance (TAA) Introduction	The Trade Adjustment Assistance program continues to assist customers who have lost their jobs because of foreign trade to quickly rejoin the workforce by providing them with the means to attain competitive and marketable skills for today's increasingly competitive work environment. This training will be a brief overview of the program while waiting for reauthorization. Please visit us at Mass.gov to learn more.
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.