

Career Guidance, Coaching and Records Management

Course Description:	This course will provide an overview and hands on experience on coaching job seekers. Topics will include principles of intentional interviewing, customer redirection, the questioning process, customer motivation, focus and purpose of the interview, assertiveness and goal setting. Participants will have the opportunity to apply their learning to solving problems and potential situations they will encounter.
Duration:	2 days
Audience:	WorkSource employees
Objectives:	<ul style="list-style-type: none">• Apply the five roles of career counseling/coaching in a WorkSource setting.• Apply interviewing skills within the purpose, boundaries and roles of career guidance and coaching.• Write case notes that are legal and appropriate.• Be able to prepare a customer for an assessment and interpret results.• Demonstrate the principles of the intentional interview process using assertiveness, motivation, questioning and redirection.• Identify situations that involve challenging customers and apply skills in refocusing.
Authorization:	Administrators and supervisors manage employee registration, travel arrangements, and work schedules.
Prerequisites:	None
Refreshments/Meals:	On your own
Special Needs:	Notify us at ESD GP ECDD Training Academy if you need an accommodation.
Registration:	E-Train
Class Size:	Class limited to 15 participants
Schedule:	ECDD Training Calendar Additional classes may be scheduled upon request

