

Frontline Staff Customer Service Flow Training

Course Description:

This 8-day interactive class provides the opportunity for employees to learn ways to engage, triage, and counsel job seekers. Employees will learn to: work with diverse populations, provide outstanding customer service through communication and triage; and refer customers to jobs, resources and activities that match their skills, abilities, and personal goals.

Audience: WorkSource employees

Objectives: Describe the elements of employment counseling
 Understand your roles and responsibilities as a WorkSource representative
 Communicate effectively with job seekers and WorkSource partners
 Develop case management and helping skills
 Assess the job seekers' knowledge, skill, and abilities
 Use labor market information to help the job seeker set realistic goals
 Hone resource room and front desk skill sets
 Become acquainted with the WorkSource Customer Flow model (The 6 boxes)

Authorization: Administrators and supervisors manage employee registration, travel arrangements, and work schedules.

Prerequisites: SKIES training from authorized instructor

Refreshments/Meals: On your own

Special Needs: Notify us via mailto:ESD_GP_ECDDTA if you need an accommodation.

Registration: Contact us via mailto:ESD_GP_ECDDTA to register; please include employee name(s), contact information (phone, fax, and email), office location, supervisor, and dates of attendance. Confirmation will be sent with directions, map, and parking pass five days prior to the start of training.

Schedule: Classes limited to 15 participants.

Date & Time	Location	Last Day to Register	Instructor
August 26-28 and Sept 8-11 8:00 to 5:00 daily	ECDD Training Academy 670 Woodland Square Loop, Building D Second Floor Lacey, WA 98503	August 21, 2009	ECDD Training Academy Staff
September 2-4 and September 14-18 8:00 to 5:00 daily	Spokane Valley CSO 8517 E Trent Avenue Spokane, WA 99220	August 27, 2009	ECDD Training Academy Staff
September 23-25 and October 5-9, 8:00 to 5:00 daily	ECDD Training Academy 670 Woodland Square Loop, Building D Second Floor Lacey, WA 98503	September 16 2009	ECDD Training Academy Staff
Sept. 30 – Oct. 2 and Oct. 12-16 8:00 to 5:00 daily	ECDD Training Academy 670 Woodland Square Loop, Building D Second Floor Lacey, WA 98503	September 23 2009	ECDD Training Academy Staff

October 14-16 and October 26-30 8:00 to 5:00 daily	Yakima Department of Transportation 2809 Rudkin Road Union Gap	October 7, 2009	ECDD Training Academy Staff
November 4-6 and November 16-20 8:00 to 5:00 daily	Spokane Valley CSO 8517 E Trent Avenue Spokane, WA 99220	October 28, 2009	ECDD Training Academy Staff
November 18-20 and November 30- Dec-4 8:00 to 5:00 daily	ECDD Training Academy 670 Woodland Square Loop, Building D Second Floor Lacey, WA 98503	November 11, 2009	ECDD Training Academy Staff