Training Newsletter

Employment & Career Development Division Training Academy

A Snapshot of Today's Training Environment

April 2011

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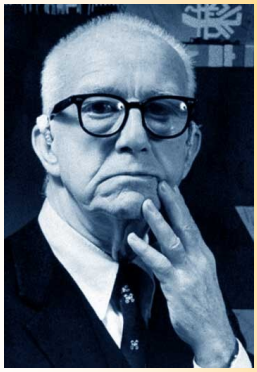


"You can never learn less, you can only learn more."

- R. Buckminster Fuller

E-Train: Online training registration

You can now register for all Training Academy courses through E-Train, the new online training registration system. Not only is registration fast and convenient, but your completed courses are automatically added to your training history for future reference.

Through E-Train, you are able to:

- View, print, save and email your training profile
- Browse and search in-house training
- Enroll for in-house training
- View the enrollment status of your training
- Cancel in-house training
- Receive email notifications regarding your training enrollment

E-Train, which replaced the 10-year-old Pathlore Learning Management System, began to take shape back in 2007 when ESD obtained a copy of registration software used by the State Patrol. Duc Nguyen, an ITSD applications specialist, worked with Phil Bowman from HRSD to incorporate agency requirements into the software. "We completely rebuilt the system," said Nguyen. "And we made sure it is flexible enough for future improvements."

After testing by HRSD's Beverly Peterson, E-Train went live in November and continues to evolve, with reporting improvements currently in development.

From the ECDD Training Calendar, simply click on the "Register" link on any class offered through the Training Academy. Or go to the E-Train home page and navigate to your desired class. You and your supervisor will receive notification of your registration.

If you have previously registered for a class, you do not need to register electronically. E-Train is only available for ESD employees. Partner staff will continue to register by e-mailing us at: ESDGPECD-DTA@esd.wa.gov.

For more information, please see the Intro to E-Train page.

eTrain

Course highlights:

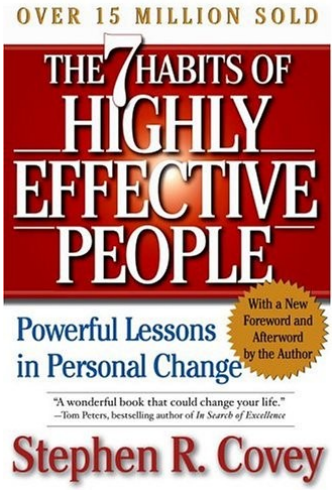
7 Habits and Crucial Conversations

"Your most unhappy customers are your greatest source of learning."

– Bill Gates

The Training Academy has contracted with a vendor to provide two powerful new courses: 7 Habits of Highly Effective People and Crucial Conversations. Both courses are open to WorkSource employees and partner staff.

7 Habits of Highly Effective People

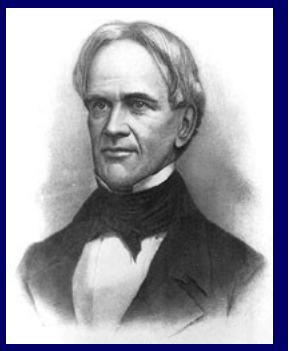


Based on the best-selling book, the two-day 7 Habits course teaches participants how to apply the habits in their professional lives to increase productivity. The course helps build stronger organizations by strengthening and exercising the character and competence of the individuals within them.

The 7 Habits are:

- Be Proactive
- Begin with the End in Mind
- Put First Things First
- Think Win-Win
- Seek First to Understand, then to be Understood
- Synergize
- Sharpen the Saw

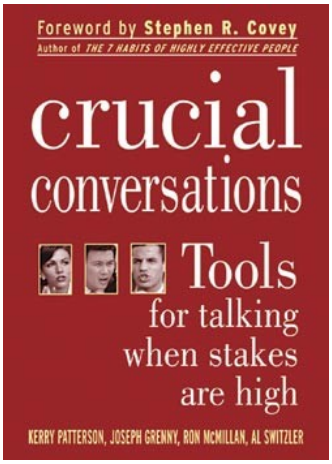
"We all have different paradigms or frames of reference — like eyeglasses through which we see the world. We see the world not as it is, but as we are — or sometimes as we are conditioned to see it," explains 7 Habits author Stephen R. Covey. "If we want to make relatively minor changes in our lives, we can focus on our attitudes and behaviors. But if we want to make significant quantum changes, we need to work on our basic paradigms — the way we view ourselves and the world around us."



"Teaching isn't one-tenth as effective as training."

– Horace Mann

Crucial Conversations



The two-day Crucial Conversations course teaches participants to achieve spirited dialogue at all levels in an organization to surface the best ideas, make the highest-quality decisions, and then act on decisions with unity and commitment.

A "crucial conversation" is defined by the authors as a discussion between two or more people where (1) stakes are high, (2) opinions vary, and (3) emotions run strong.

"Lack of dialogue increases the likelihood that poor decisions will be made because the decision makers won't have all the information," said Training Academy Director Pat Seigler. "You can't make good decisions in an information vacuum."

The course gives participants strategies to resolve disagreements, build acceptance rather than resistance, speak persuasively (not abrasively) and foster teamwork.

Who are they? Meet the Training Academy Staff

Tom Lowe
Trainer

After 25 years with ESD, most of it involved in training, Tom Lowe has it figured out.

"You have to involve the students in the training," said Lowe. "Make it fun, make it relevant and engage the class so that they feel part of training and not just observers."

Lowe, a Washington native, was first hired as part of the Simpson Reemployment Project in 1984. He had stops with WorkFirst, Corrections Clearinghouse (now Offender Services), and the Career Services Program before joining the Training Academy in January 2011. He will be focused on Customer Flow training, which was recently downsized from eight to five days.

"We cut out some of the details," explained Lowe. "We emphasized the big picture and tried to help staff understand how they fit into the process of providing seamless service."

Outside of work, Lowe and his wife Cindy have a blended family of seven kids and ten grandchildren. He enjoys reading and has taught men's Bible study at his church for the past ten years. An athlete in his youth, he still holds several track records at Shelton High School and the University of Puget Sound.

Lowe appreciates the value of good customer service, and recognizes his role in the process. "Our front line staff can really make a difference in people's lives," Lowe said. "The Training Academy can help prepare staff to fight that battle on the front line."

Did you know?

Customer Flow class shortened

What's even better than an interactive class about ways to engage, triage and counsel job seekers spread over eight days? That's right… five days!

"Although staff have appreciated this comprehensive training, we have received consistent feedback that eight days was simply too long," explained Training Academy Manager Pat Seigler. "We streamlined the course by focusing on what is most relevant to staff."

The course emphasizes the six boxes of the WorkSource Customer Flow model and helps staff to communicate effectively with job seekers and WorkSource partners. To shorten the course, many topics are only addressed at a high level. Other topics, such as barriers to employment, went from a separate section to being incorporated into other sections of the training.

Rumors that the class will be further improved by shortening it to a single day are greatly exaggerated.

Director's corner ECDD Training Director Pat Seigler

As you may have read elsewhere in this issue of our newsletter, we have fully switched to online registration using the E-Train system. One of our strategic goals at the Training Academy is to automate as much as we possibly can to make access to training easier for you. A part of this strategy is the development of online training, or e-Learning as it is often referred to. You will see many trainings that will be developed specifically for online presentation in the coming months.

Don't be surprised in the near future to attend a class that will incorporate "blended" learning. This is a class that incorporates both online and in-person presentation methods. This will allow our division to better leverage our limited training resources.

I would like to thank those of you that have attended the Crucial Conversations and 7 Habits of Highly Effective People training. I have received quite a bit of positive feedback and we plan on offering these two classes throughout the coming year.

Contact information

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The ECDD Training Academy offers a variety of courses and stand-alone modules to support ECDD and partner staff.

Our primary goal is to research, develop, and implement training that increases staff effectiveness, skill sets, and systemic knowledge.

We continuously strive to meet the needs of our colleagues statewide. If you have specific training requests, please contact the Training Academy for assistance.

Please visit our website for the ECDD training calendar, registration for courses, and additional staff resources.

Training Academy Website
http://www.wa.gov/esd/training/

Training calendar

To find a full calendar of scheduled training please see our website using the following link:

http://esdsharepoint/ECDD/Lists/ECDD%20Training/calendar.aspx

Currently Offering:

Barriers to Employment
Career Guidance
Change Management
Crucial Conversations
Customer Flow
Documentation
Employment Counseling
Initial Assessments
Job Hunter Facilitation Training
KeyTrain
Selection and Referral
Service Plans
Seven Habits
SKIES Train-the-Trainer
SKIES Staff User
Staff Assisted Resource Room
Train the Trainer
Training Benefits
Triage
Work Skills Assessment
WorkFirst 101
WorkSource Services & Programs