NASWA Conference
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Today’s special

Pick any 2 items
SAMPLE MENU

Associations
FULL Certified Workforce Specialist Certification Training (IAWP)
National Veterans Training Institute: Disabled Veterans Outreach Program Certification Training (DVOP)

Customer Service
A Coach Approach (Coaching training)
Customer Service/Helping Difficult Customers Course

Executive Soft Skills
Crucial Conversations Certification

Process Improvement Skills
Human Centered Design Certification
Six Sigma Yellow Belt Certification

Core Programs
Workforce Innovation and Opportunity Act (WIOA) Title 1 Training
WIOA Title 3 Training
Reemployment Services and Eligibility Assessment (RESEA) Training
Trade Act Training
WorkFirst/TANF Training
Veteran Training
Migrant Seasonal Farmworker Training
Business Services Training

Critical Skills
Labor Market Information
Case Management
Customer First
Problem Solving
Project Development
Leading projects/report outs
Understand the role Workforce Investment Board (WIB)
What is Professional Pathways?

Professional Development Pathway

and how did it come about?

Workforce and Innovation Act: True Integration and focused approach for special population groups

Meeting Tomorrows Business Needs: In a fiscally restrictive environment Meeting customers where they are
Who is the training designed for?

- Current AJC Staff.
- AJC Partners.
- Agency staff
- Incoming Staff Members.
How Successful is the Initiative?

16,000+
Learning Touchpoints delivered
Legal Guidelines
Removing Employability Gap
A Day In The Life
Veterans Benefits Online
DVOP Core Competencies
USERRA 101/102
DVOP Outreach
Targeted Local Community Veteran Trainings

280+ Enrollments
138 Completions

<8%
Withdraw Rate.
What’s What?

Worked

What Worked Year 1.
Strong growth of knowledge across all programs
Networking/Teambuilding

Didn’t

What Did Not Work.
Elements not fully ready at launch
Work/Training Balance
What's Next?

Next Phase – post Process Improvement Event

Technical Tracks

Leadership Tracks