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Course Titles and Competencies

Missouri Workforce Package
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Career Readiness

Attendance

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify appointments that require being on time and present.
- ✓ Understand the negative impact tardiness or absenteeism has on his/her career and work performance.
- ✓ Arrange for transportation to and from work to ensure punctuality and job attendance.
- ✓ Arrange for childcare in the case of an illness or other family emergency to minimize the risk of absenteeism.
- ✓ Understand the negative effects of drugs and alcohol on work attendance.
- ✓ Understand the steps to take in an instance where tardiness or missing work is unavoidable.

Goal Setting

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the benefit of setting goals.
- ✓ Create attainable goals.
- ✓ Develop a measure to clearly identify the performance against a goal.
- ✓ Create a timeline for achieving goals.
- ✓ Evaluate and prioritize goals.
- ✓ Assess performance outcome against goal.

Communication

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the importance of listening and be able to demonstrate effective listening techniques.
- ✓ Understand the importance of body language to conversation and demonstrate an awareness of his/her own body language.

- ✓ Demonstrate an ability to follow through on instructions from a supervisor and act independently to achieve objectives without supervision.
- ✓ Utilize workplace assertiveness in an effective but non-threatening manner.
- ✓ Communicate on a telephone in a polite professional manner.
- ✓ Understand basic email etiquette when communicating with email.

Letter Writing

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the different types of business letters and when to send them.
- ✓ Identify the information that should be included in the header of a letter or the signature of an email.
- ✓ Identify what to include in an introductory paragraph when sending business correspondence.
- ✓ Define the basic information that he/she should include when writing a letter of enquiry.
- ✓ Understand the etiquette for writing a response letter to a business associate as well as the basic information that should be included.
- ✓ Understand the value of sending a thank you letter, as well as when it is necessary to send one.
- ✓ Understand the importance of proofreading business letters and what tools are available to assist in proofing.

Positive Attitude and Motivation

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand what attitude is and the benefit of having a good attitude at work.
- ✓ Understand what motivation is and the different ways people are motivated.
- ✓ Identify factors that may influence his/her motivation and attitude at work.
- ✓ Modify his/her work habits to effect a positive change on personal motivation at work.
- ✓ Utilize his/her own motivation to positively influence others.
- ✓ Maintain a positive attitude at work to create a motivating atmosphere.

Financial Literacy

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the importance of financial literacy.
- ✓ Identify problem areas in his/her life stemming from money.
- ✓ Understand the steps necessary to organize his/her finances.
- ✓ Identify his/her expenses.
- ✓ Understand the danger of impulse shopping and identify steps to avoid it.
- ✓ Develop a spending plan.

Business Etiquette: Entry Level Worker

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the importance of making a good first impression.
- ✓ Describe the appropriate professional dress for a woman.
- ✓ Describe the appropriate professional dress for a man.
- ✓ Understand the importance of good hygiene in a professional environment.

- ✓ Understand the impact of body language when engaging with new or unfamiliar coworkers.
- ✓ Demonstrate how to best prepare for appearing well groomed and appropriately dressed on the job.

Business Etiquette: Business Professional Worker

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the importance of practicing good business etiquette with clients, personnel, and other professional associates.
- ✓ Demonstrate appropriate behavior when meeting or interacting with others in the work place.
- ✓ Define the etiquette for formal and casual attire in the work place.
- ✓ Describe the expected procedure for calling and conducting a meeting in the business environment.
- ✓ Understand the expected behavior when dining with business associates.
- ✓ Understand the expected behavior during casual encounters with business associates.

Customer Service Basics

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the importance of providing good customer service.
- ✓ Identify six things that can be said to improve a customer's experience.
- ✓ Appropriately manage a customer complaint.
- ✓ Identify ways to provide exceptional service.

Diversity

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand that diversity can affect his/her attitude towards others.
- ✓ Define "prejudice" and identify ways that he/she may be prejudice.
- ✓ Define "tolerance" and identify when it is appropriate to be tolerant.
- ✓ Respond to differences with others in an appropriate manner.

Job Search

Conducting a Job Search

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify personal interests and priorities related to finding the best job for them.
- ✓ Assess his/her own knowledge, skills, and abilities for finding an appropriate job.
- ✓ Understand the many resources that are available to them for finding a job.
- ✓ Understand the benefit of 'networking' amongst their friends and colleagues, and how these valuable resources could lead to a new job.
- ✓ Assess whether an available job is the best job for them based on his/her interests and priorities.

- ✓ Understand what resources and information will be needed for applying to a desired job.
- ✓ Find resources or modules for deepening his/her knowledge of resume writing and interviewing.

Resume Writing

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the importance of writing a good resume and what employers are looking for when they read a resume.
- ✓ Understand the basic components of a resume.
- ✓ Write a resume including information on his/her skills and abilities, work history, and education.
- ✓ Understand the importance of writing a clear and concise cover letter and what employers are looking for when they read a cover letter.
- ✓ Understand the basic components of a cover letter.
- ✓ Distinguish 'Turn-Off' words that employers may see, and determine better words or phrases that would be considered more appropriate for a cover letter.
- ✓ Write a cover letter that clearly states his/her desire to find employment, a basic understanding of the position, and skills that he/she has that make him/her qualified for the position.
- ✓ Find resources or modules for deepening his/her knowledge of pursuing employment and interviewing.

Interviewing

Upon successful completion of this training module, the learner will be able to:

- ✓ Differentiate the different types of interviews that he/she may attend.
- ✓ Properly plan for an interview through research, practice, and preparedness.
- ✓ Understand how to best dress and groom for an interview.
- ✓ Understand what to expect in an interview and what he/she should be prepared to discuss.
- ✓ Understand the importance of following up and writing a thank you letter to an interviewer after the interview.
- ✓ Understand the importance of learning from each interview and to continue looking for opportunities.

Letter Writing

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the different types of business letters and when to send them.
- ✓ Identify the information that should be included in the header of a letter or the signature of an email.
- ✓ Identify what to include in an introductory paragraph when sending business correspondence.
- ✓ Define the basic information that he/she should include when writing a letter of enquiry.

- ✓ Understand the etiquette for writing a response letter to a business associate as well as the basic information that should be included.
- ✓ Understand the value of sending a thank you letter, as well as when it is necessary to send one.
- ✓ Understand the importance of proofreading business letters and what tools are available to assist in proofing.

Stress of Unemployment

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand that anxiety and stress are natural reactions to unemployment.
- ✓ Recognize the importance of not making emotional decisions when leaving a job.
- ✓ Identify some of the resources that may be available to them if they become unemployed.
- ✓ Identify ways to reduce the stress of unemployment.
- ✓ Assess the financial options available during a period of unemployment.

Work Values and Career Interests

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify for themselves the aspects of a job that are of value and interest.
- ✓ Describe the intrinsic values that are most important to him/her for his/her career.
- ✓ Describe the extrinsic values that are most important to him/her for his/her career.
- ✓ Describe the lifestyle values that are most important to him/her for his/her career.
- ✓ Assess his/her identified values and determine the relevance towards his/her career choices.

Job Success Training

Behavior in the Workplace

Upon successful completion of this training module, the learner will be able to:

- ✓ Demonstrate proper workplace behavior for interacting with peers and supervisors.
- ✓ Understand the importance of friendly communication with peers and supervisors.
- ✓ Identify types of behavior to avoid while working.
- ✓ Understand how to speak properly regarding work.
- ✓ Demonstrate habits that show appropriate workplace behavior.
- ✓ Identify the potential benefits of demonstrating proper workplace behavior.

Social Skills on the Job

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the relationship between a person's performance at work and the success of the company.
- ✓ Identify an appropriate course of action to take if a problem is encountered at work.
- ✓ Understand how to thoroughly describe a problem to a superior.
- ✓ Define an appropriate balance between productivity and quality for producing goods.
- ✓ Describe how to thoroughly listen to a request from others.

Anger Management

Upon successful completion of this training module, the learner will be able to:

- ✓ Recognize what different emotion look and feel like.
- ✓ Identify a good technique for calming yourself down if angry.
- ✓ Demonstrate additional techniques for calming down if necessary.
- ✓ Identify common situations that can lead to feelings of anger at work.
- ✓ Demonstrate proper responses to criticism.

Transportation

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify several reliable sources of transportation for getting to work.
- ✓ Identify signs to look for when inspecting a car.
- ✓ Describe how to properly maintain a car to help ensure reliability.
- ✓ Identify alternate methods of transportation for getting to work, such as public transportation or carpooling.
- ✓ Understand the importance of a backup plan for getting to work if needed.

Housing

Upon successful completion of this training module, the learner will be able to:

- ✓ Define how much of your monthly income should be reserves for housing.
- ✓ Understand the relationship between housing costs and transportation costs for getting to work.
- ✓ Identify potential problems in housing that can raise your electricity bill.
- ✓ Describe sources of potential hazards in homes.
- ✓ Define the relationship between a house that may seem affordable and the maintenance, transportation, and safety costs associated with home ownership.

Nutrition and Physical Fitness

Upon successful completion of this training module, the learner will be able to:

- ✓ Define a healthy snack and the benefits associated with a healthy diet.
- ✓ Describe four food groups and examples of healthy portions for each.
- ✓ Define the benefits of a healthy diet and how they may influence you and your family.
- ✓ Describe the benefits of regular exercise for both your body and mind.

Avoiding Destructive Behavior

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify behaviors that can be destructive to you and your family.
- ✓ Identify behaviors that can help you and your family stay healthy.
- ✓ Understand how destructive behavior can affect you, your family, and your job.
- ✓ Define where to go first if you believe you have a problem.

Communication Skills

Upon successful completion of this training module, the learner will be able to:

- ✓ Demonstrate how to properly listen to another person.
- ✓ Identify techniques for listening and showing initiative at the workplace.
- ✓ Define techniques for properly asking questions.
- ✓ Understand appropriate ways for expressing yourself to others.
- ✓ Demonstrate how to appropriately turn down a request.

Problem Solving

Upon successful completion of this training module, the learner will be able to:

- ✓ Define appropriate action for solving easy problems at work.
- ✓ Define appropriate action for solving difficult or complex problems.
- ✓ Describe examples of potential crisis situations, and tips for how to prepare yourself to handle crisis situations.
- ✓ Identify tips for resolving conflicts with others during disagreements.
- ✓ Understand the benefits that may result from changes at work that are beyond your control.

Leadership

Upon successful completion of this training module, the learner will be able to:

- ✓ Describe an effective time management strategy for prioritizing tasks.
- ✓ Understand the importance of being a good supervisor and the potential benefits.
- ✓ Define the expectations of a supervisor and how to appropriately give directions.
- ✓ Define the best type of attitude a supervisor should have when working with others.
- ✓ Understand how to delegate tasks appropriately by careful planning.
- ✓ Identify techniques for effectively delegating work and promoting productivity through praise.

Budgeting

Upon successful completion of this training module, the learner will be able to:

- ✓ Define the term “gross pay” and describe the varying types of taxes and deduction that are withheld from your pay.
- ✓ Define the term “net pay” and the varying information that is found on a paycheck.
- ✓ Demonstrate personal budgeting techniques for effectively allocating your income.
- ✓ Describe techniques for lowering your budget through comparative shopping.
- ✓ Understand how to effectively budget limited money for paying your bills on time.

Problems with Credit

Upon successful completion of this training module, the learner will be able to:

- ✓ Define the purpose of a credit card versus a loan, and the appropriate choice for making small and large purchases.
- ✓ Understand the responsibilities of loans through credit cards, and identify questions to ask yourself to determine if you really need a credit card.
- ✓ Describe the various fees associated with credit cards and how they might affect the amount you pay each month.
- ✓ Understand the consequences of not paying your credit card bills on time or making lower monthly payments, and the benefits of having good credit for making future purchases.
- ✓ Identify appropriate course of action to take if you find yourself in financial difficulty.

Money Management

Upon successful completion of this training module, the learner will be able to:

- ✓ Describe the types of services offered by the bank for helping to manage money.
- ✓ Understand the consequences of over spending, and the process of opening a new bank account for keeping track of your money.
- ✓ Identify tips for keeping your money safe by maintaining records and avoiding scams.
- ✓ Define the varying types of people that may try to scam you.
- ✓ Identify agencies and resources that can help you if you think you have been scammed.

Food Processing

Overview of HACCP

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the purpose of HACCP.
- ✓ Define the responsibilities of the individual regarding proper food handling.
- ✓ Define the three food hazard categories.
- ✓ Demonstrate techniques for preventing hazards from being introduced during food processing.
- ✓ Identify examples of Critical Control Points in food production.

Food Safety

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify sources of potential contamination of food.
- ✓ Define how to prevent biological contamination of food.
- ✓ Define how to prevent chemical contamination of food.
- ✓ Define how to prevent physical contamination of food.

Preventing Foodborne Illness

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify the three main causes of food borne illness and how to prevent them.
- ✓ Define common practices implemented by companies for preventing food borne illnesses.
- ✓ Understand methods that employees can implement to help prevent food borne illnesses.
- ✓ Identify common circumstances in which cross contamination can occur.
- ✓ Understand the importance and guidelines of the Temperature Danger Zone.

A Clean Food Processor

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the importance of personal hygiene in food processing facilities.
- ✓ Understand the importance of a clean uniform at work.
- ✓ Identify sources of contamination and how to prevent them.
- ✓ Define techniques for maintaining a clean food processing facility.
- ✓ Demonstrate the process of cleaning and sanitizing.
- ✓ Identify the characteristics that must be present in a clean food facility.

Hand Washing Techniques

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the importance of washing your hands.
- ✓ Identify circumstances at work when you should wash your hands.
- ✓ Define the importance of hand washing in maintaining personal hygiene.
- ✓ Demonstrate proper hand washing techniques.
- ✓ Understand when you should wash your hands twice.
- ✓ Demonstrate proper use of hand sanitizer.

Food Defense

Basic Food Facility Security

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify the elements of a Food Security Management Plan.
- ✓ Demonstrate techniques for promoting food facility security outdoors.
- ✓ Demonstrate techniques for promoting food facility security indoors.
- ✓ Define common elements of food facility security.
- ✓ Understand the importance of monitoring storage facilities.
- ✓ Define elements that promote safety in shipping and receiving.
- ✓ Define other areas to monitor to promote food safety.

Facts About Microorganisms

Upon successful completion of this training module, the learner will be able to:

- ✓ Define microorganisms and explain how they may cause food borne illness.
- ✓ Define the types of foods most likely to have bacteria, and how to control conditions related to microorganism growth.
- ✓ Understand the importance of keeping foods out of the Temperature Danger Zone.
- ✓ Identify additional factors that contribute to bacterial growth in food.

Safety and Security in Food Operations

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify the eight basic steps to ensuring food safety.
- ✓ Understand the importance of proper handling and storage of meat.
- ✓ Define the characteristics of safe eggs and dairy products.
- ✓ Define the proper temperature for storing different food items.
- ✓ Define where to properly store different food items.

Mandated Training

FMLA

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the basics of the Family and Medical Leave Act.
- ✓ Demonstrate knowledge of the four basic conditions that qualify an employee for FMLA.
- ✓ Understand employee rights and responsibilities under FMLA.

ADA

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand basic purpose and requirements of the ADA law.
- ✓ Define the limitations of ADA law as it applies to the workplace.
- ✓ Identify examples of situations that constitute reasonable accommodations under ADA law.

Sexual Harassment

Upon successful completion of this training module, the learner will be able to:

- ✓ Define the term "sexual harassment."
- ✓ Identify actions toward another person that are considered sexual harassment.
- ✓ Demonstrate appropriate responses and actions to take if sexual harassment is observed.

Hazard Communication

Upon successful completion of this training module, the learner will be able to:

- ✓ Describe the four main employer responsibilities under the HazCom standard.
- ✓ Define the components of an appropriate HazCom program.
- ✓ Discuss the differences between HazCom labeling requirements for a commercially procured chemical in its original packaging or container, and other workplace chemical containers.
- ✓ Define the types of required information that must be included on a material safety data sheet.

Violence in the Workplace

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the seriousness and scope of workplace violence.
- ✓ Define the workplace settings that are high risk.
- ✓ Identify work related risk factors associated with workplace violence.
- ✓ Understand the progressive nature of violent behavior.
- ✓ Define the behavioral factors typically exhibited by a person at risk of committing workplace violence.

Industry Safety

Bloodborne Pathogens

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify the professions that are most at risk of exposure to blood borne pathogens.
- ✓ Define the three ways that exposure to blood borne pathogens is most likely to occur.
- ✓ Describe key aspects of a Blood borne pathogen exposure control plan.
- ✓ Understand the importance of Personal Protective Equipment in helping prevent exposure to blood borne pathogens.
- ✓ Demonstrate the immediate action to take if one is exposed to a blood borne pathogens.

Fire Prevention and Protection

Upon successful completion of this training module, the learner will be able to:

- ✓ Define the purpose of an emergency exit, and give example of appropriate exit routes.
- ✓ Describe the requirements that all emergency exits must meet.
- ✓ Understand the purpose of an emergency action plan and the reasons for developing one.
- ✓ Define the requirements that must be included in an emergency action plan.
- ✓ Identify the purpose of the different types of fire extinguishers.
- ✓ Describe proper maintenance of fire extinguishers.

Electrical Safety

Upon successful completion of this training module, the learner will be able to:

- ✓ Describe the types of injuries that may result from contact with electricity.
- ✓ Identify the three main electrical hazards that may be encountered at a worksite.
- ✓ Describe the function of a ground fault circuit interrupter.
- ✓ Define warning signs or clues that an electrical hazard exists.

Personal Protective Equipment

Upon successful completion of this training module, the learner will be able to:

- ✓ Describe the two primary means of protecting employees from workplace hazards prior to considering personal protective equipment.
- ✓ Explain what should be included in PPE training.
- ✓ List PPE that may be used to protect eyes, face, head, feet, hands, arms, bodies and hearing.
- ✓ Identify hazards that are lessened or eliminated by using the appropriate PPE for eye protection, hearing protection, foot and hand protection, face protection, and body protection.

Walking and Working Surfaces

Upon successful completion of this training module, the learner will be able to:

- ✓ Describe the types of floor hazards and the protective barrier that must surround a hazard.
- ✓ Define a wall hazard and the appropriate railing that should block the hazard.
- ✓ Describe how to effectively prevent hazards through protective measures.
- ✓ Understand how to safely use ladders and scaffolding.

Back Injury Prevention

Upon successful completion of this training module, the learner will be able to:

- ✓ Explain the basic physical structure and purpose of the back and the spine.
- ✓ Understand low back injury prevention strategies and techniques.

- ✓ Identify activities and conditions that contribute to low back pain and injuries.
- ✓ Understand how to modify tasks to prevent injury to the back.
- ✓ Demonstrate knowledge of good lifting techniques for various conditions.
- ✓ Understand the importance of fitness and weight control for maintaining a healthy back.

Basic First Aid

Upon successful completion of this training module, the learner will be able to:

- ✓ Demonstrate proper care for controlling bleeding.
- ✓ Demonstrate proper care for a person that is in shock or may be going into shock.
- ✓ Demonstrate proper care for a person with a physical injury, such as a broken limb.
- ✓ Demonstrate proper care for a person suffering from a burn.
- ✓ Demonstrate proper care for an eye injury.
- ✓ Demonstrate proper care for a person that is choking or not breathing.

Lock Out/Tag Out Procedures

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the importance of LOTO for the prevention of serious injury and work related deaths.
- ✓ Understand the basics of isolating potential hazardous equipment prior to maintenance.
- ✓ Define action to take when turning a machine back on.
- ✓ Identify potential hazards in the workplace that could release dangerous energy if not properly locked out and or tagged out.
- ✓ Define proper action to take if you find a machine with a tag but no lock.
- ✓ Understand the elements of an Energy Control Procedure and where to go to access one.
- ✓ Demonstrate knowledge of the three categories of employees that require different levels of training.

How to Succeed as a Supervisor

PRE-SUPERVISOR SKILLS

Communication Skills

Upon successful completion of this training module, the learner will be able to:

- ✓ Demonstrate how to properly listen to another person.
- ✓ Identify techniques for listening and showing initiative at the workplace.
- ✓ Define techniques for properly asking questions.
- ✓ Understand appropriate ways for expressing yourself to others.
- ✓ Demonstrate how to appropriately turn down a request.

Problem Solving

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- ✓ Define appropriate action for solving easy problems at work.
- ✓ Define appropriate action for solving difficult or complex problems.
- ✓ Describe examples of potential crisis situations, and tips for how to prepare yourself to handle crisis situations.
- ✓ Identify tips for resolving conflicts with others during disagreements.
- ✓ Understand the benefits that may result from changes at work that are beyond your control.

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- ✓ Understand the importance of being a good supervisor and the potential benefits.
- ✓ Define the expectations of a supervisor and how to appropriately give directions.
- ✓ Define the best type of attitude a supervisor should have when working with others.
- ✓ Understand how to delegate tasks appropriately by careful planning.
- ✓ Identify techniques for effectively delegating work and promoting productivity through praise.

EFFECTIVE SUPERVISION

Communication, Confidence, and Trust

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the importance of knowing your employees and treating them fairly.
- ✓ Demonstrate techniques for encouraging honesty and openness with employees.
- ✓ Demonstrate techniques for encouraging employee success through teamwork, problem solving, and management.

Motivation, Discipline, and Goal Setting

Upon successful completion of this training module, the learner will be able to:

- ✓ Define techniques for making a workplace more inviting through open communication and recognizing individual employee's strengths and limitations.
- ✓ Define techniques for encouraging employee success through direction, recognition, and rewards.
- ✓ Demonstrate appropriate actions and behavior during disciplinary and harassment situations.

Consistency, and Role Models

Upon successful completion of this training module, the learner will be able to:

- ✓ Demonstrate techniques for addressing employee mistakes.
- ✓ Define characteristics that a supervisor can develop that show an appreciation for employees.
- ✓ Identify aspects in the workplace that lead to a positive environment.

Workforce

Texas Workforce Orientation for Applicants (WOA)

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify the income differences between working full-time versus receiving TANF benefits.
- ✓ Describe the benefits to you and your family of becoming employed.
- ✓ Understand the time-limits for receiving benefits.
- ✓ Define the individual work responsibilities when receiving TANF benefits.
- ✓ Understand the penalties for non-compliance with TANF regulations.

Texas Employment Planning Session (EPS)

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the Choices requirements for participation in TANF
- ✓ Define the time limitations for receiving TANF benefits
- ✓ Identify the types of people who participate in Choices
- ✓ Describe the varying activities that you may participate in with Choices

Illinois TANF

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify employment services available through ILWC to assist applicants in achieving self-sufficiency without the need for TANF
- ✓ Understand the benefits of becoming employed
- ✓ Understand the impact of time-limited benefits
- ✓ Understand individual and personal responsibility with regards to TANF, and
- ✓ Identify other services and activities, including education and training, available through the Illinois Workforce Centers.

Missouri Temporary Assistance Orientation

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the purpose of Temporary Assistance and who it is meant to help.
- ✓ Identify the eligibility requirements to receive assistance.
- ✓ Understand the work activities required for Temporary Assistance and the penalties of non-compliance.

Career Center Employee Orientation

WIA Overview

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify the purpose of the Workforce Investment Act of 1998.
- ✓ Understand the high level purpose and function of each Title within WIA.
- ✓ Understand how the Workforce Investment Act provides for a customer-focused system.
- ✓ Understand the eligibility and service requirements for adults.
- ✓ Understand the eligibility and service requirements for youth programs.

Workforce Investment Boards

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the purpose and origin of the Workforce Investment Boards.
- ✓ Understand the structure of WIBs.
- ✓ Identify several functions of a WIB.

Career Center Services

Upon successful completion of this training module, the learner will be able to:

- ✓ Define the types of services available at Career Centers.
- ✓ Identify the core, intensive, and training services available to job seekers at Career Centers.
- ✓ Identify the core services available for businesses at Career Centers.

Missouri Reentry Process

Upon successful completion of this training module, the learner will be able to:

- ✓ Describe the purpose of the Missouri Re-Entry Process.
- ✓ Describe the programs for helping ex-offenders become work ready.
- ✓ Understand the benefits the community and businesses receive when hiring ex-offenders.
- ✓ Assess the needs and skills of an unemployed ex-offender.

Equal Opportunity

Upon successful completion of this training module, the learner will be able to:

- ✓ Describe the prohibited forms of discrimination under WIA Title I.
- ✓ Determine if WIA Section 188 protects a particular person from discrimination.
- ✓ Describe the responsibility of recipients under WIA Title I.
- ✓ Describe the appropriate measures for a grievance for discrimination under WIA Title I.

Diversity

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand that diversity can affect your attitude toward people.
- ✓ Define discrimination and identify laws that prohibit discrimination.
- ✓ Define tolerance and identify when it is appropriate to be tolerant.
- ✓ Respond to differences with others with a positive attitude.

Prohibited Harassment

Upon successful completion of this training module, the learner will be able to:

- ✓ Define the term "sexual harassment."
- ✓ Identify examples of sexual harassment.
- ✓ Demonstrate appropriate responses to sexual harassment.
- ✓ Understand what action to take if sexual harassment is observed.
- ✓ Understand what illegal harassment is and what action to take if it is observed.
- ✓ Understand what illegal retaliation is.

Identifying and Managing Barriers to Employment

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify characteristics that may influence employment.
- ✓ Understand barriers that job seekers face when looking for a job.
- ✓ Identify individual employment barriers.
- ✓ Utilize effective strategies for managing a relationship with a job seeker.

Serving Business Customers

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify the benefits of the business customers driving the Career Centers.
- ✓ Develop strategies for meeting the needs of the local marketplace.
- ✓ Understand strategies for providing business friendly access to Career Centers.
- ✓ Understand the function of Business Services Teams.
- ✓ Understand the importance of utilizing industry-recognized, skill-based training for the business customer.
- ✓ Identify effective measures for evaluating results.

Assisting Customers with Disabilities

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the different types of disabilities that a Career Center customer might have.
- ✓ Identify the proper and improper terminology to be used for customers with disabilities.
- ✓ Understand the potential barriers that can occur when communicating with persons with disabilities.

- ✓ Identify helpful techniques for interacting with persons with disabilities at a Career Center.

O*NET Overview

Upon successful completion of this training module, the learner will be able to:

- ✓ Describe the purpose and basic function of O*NET.
- ✓ Understand why job seekers use O*NET.
- ✓ Understand why business and Human Resource professionals use O*NET.
- ✓ Identify other resources available from O*NET.

Program Overviews Part 1

Upon successful completion of this training module, the learner will understand the purpose of the:

- ✓ Career Assistance Program
- ✓ Parents' Fair Share Program
- ✓ Missouri Employment and Training Program
- ✓ Disabled Veterans' Outreach Program
- ✓ Migrant and Seasonal Farm Worker Program

Program Overviews Part 2

Upon successful completion of this training module, the learner will understand the purpose of the:

- ✓ Trade Adjustment Assistance Program
- ✓ Dislocated Workers Rapid Response Program
- ✓ WIA – Adult Activities
- ✓ WIA – Youth Activities
- ✓ Worker Transition Team
- ✓ Worker Profiling and Reemployment Services

Division of Workforce Development Overview

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the purpose, vision, and mission of DWD.
- ✓ Describe how DWD is organized.
- ✓ Describe the functions of the One-Stop Career Centers.
- ✓ Identify the types of programs offered through DWD.

History of the Missouri Division of Workforce Development

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the timeline for state labor in Missouri.
- ✓ Understand the origins of DWD.

- ✓ Understand the changes to DWD/DED as a result of the Workforce Investment Act of 1998.

Central Office Overview

Upon successful completion of this training module, the learner will be able to:

- ✓ Identify the main responsibilities of the Central Office.
- ✓ Understand the structure of the Central Office.
- ✓ Identify strategies employed by the office for enhancing daily operations.

Introduction to Case Management

Upon successful completion of this training module, the learner will be able to:

- ✓ Define case management.
- ✓ Describe the expectations of case managers.
- ✓ Identify the phases of case management intervention.
- ✓ Understand how to handle cases.

Career Center Orientation

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the purpose of a Missouri Career Center and the services available to all customers.
- ✓ Understand local area and specialized services offered through Missouri Career Centers.
- ✓ Identify examples of other services and information available through Missouri Career Centers.

Managing Change

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the importance of communication during times of change.
- ✓ Understand the positive and negative reactions employees may have to change.
- ✓ Identify ways that organizations can reduce employee anxiety about change.

Interviewing for Supervisors

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the importance of properly preparing to conduct an interview.
- ✓ Define how to structure an interview.
- ✓ Identify techniques to help avoid making a bad hiring decision.

Referrals – Career Centers to AEL Programs

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the central purpose of an Adult Education and Literacy program and the services offered.
- ✓ Recognize the indicators given by a Missouri Career Center client that suggest the need for a referral.
- ✓ Use effective persuasion points to make relevant client referrals.
- ✓ Provide preparatory information about the Adult Education and Literacy program to increase the comfort level of a client.

Referrals – AEL Programs to Career Centers

Upon successful completion of this training module, the learner will be able to:

- ✓ Understand the central purpose of a Missouri Career Center and the services offered.
- ✓ Recognize the indicators given by an Adult Education and Literacy client that suggest the need for a referral.
- ✓ Use effective persuasion points to make relevant client referrals.
- ✓ Provide preparatory information about the Career Center to increase the comfort level of a client.