

Training Your SHARE Network Access Points

The following pages are examples of a three-session training program for your Access Points. Two documents are provided to support each session: Instructor's Notes (placed first in each pair) and a Sample Agenda.

Remember, these are just suggestions; you may structure your training however you think will be most valuable for your Access Points. The Instructor's Notes and Sample Agendas are also on the CD-ROM for you to customize and print.

Instructions for Training Session #1

- Open with a 15 minute welcome and introduction
 - Introduce the One-Stop manager and allow time for his/her comments.
 - Introduce any other staff or partners present.
- Trainees should then introduce themselves, and briefly describe their organization.
 - Consider using icebreakers like first/worst/best junk food, job, etc.
- Conduct a guided orientation to the One-Stop Career Center.
- Be sure to include everything the first- time customer will experience at the One-Stop.
- Tour the One-Stop
- Tour the One-Stop Resource Room
- Walk-through the One-Stop and introduce WTW staff, veterans' services, co-located partners, etc.
- Hand out introductory materials that a jobseeker would receive.
- Introduce the job-matching website.
- Assign homework:
 - Read through handouts
 - Spend an hour exploring the local job matching website/ other online job search tools
 - Note any questions to bring up at the next training session
- Review and confirm the training schedule and emphasize next training date, time, and location

Sample Agenda: Training Session #1

_____ SHARE Network Access Points

Session I
[Date]
[location]

Welcome and Introductions 1:00pm-1:15pm

General Orientation presentation 1:15pm-2:30pm

Objective: Know the purpose and services of __ SHARE Network Access Points

- Review One-Stop Customer Self Service Guide
- Review Information on One-Stop Eligibility-Based Services

Tour of Resource Room

Break 2:30pm-2:45pm

[__ Job matching] Online 2:45pm-3:45pm

Objective: Know the major online benefits of [local job matching site URL]

- Home
- Centers
- Training
- Buttons/Hotlinks

Q&A/Evaluation 3:45pm-3:55pm

Homework and Preview the Next Training 3:55pm-4:00pm

Adjournment 4:00pm

Instructions for Training Session #2

Note: This training should include FBCO leaders as well as the Access Point Points of Contact (POCs), so be sure to allow time for networking.

- Open with a 10 minute welcome and introduction
- Trainees should then introduce themselves, their roles, and organizations.
 - Even with leadership personnel, icebreakers can be helpful if they are appropriate and brief.
- Begin with Equal Protection/Religious Liberty training using the “Partnering with Integrity” and “Transforming Partnerships” PowerPoints
 - Use the slides in your Access Points Toolkit CD-ROM
- Share examples to ensure clarity and understanding of the equal treatment and religious liberty training.
- Invite discussion and Q&A.
- Announce that all are welcome to stay but the remaining focus is on training the Access Point POCs
 - Take a break and let people who are staying for the training settle into their seats
- Discuss last week’s homework assignment: How did everyone do?
- Introduce the key partner(s) to address issues of interest to your target communities (e.g., youth services, community college, ESOL providers)
- Move to the computer training room and begin in-depth training on the use of the Customer Sign-In Sheet and the online job search tools:
 - Job-matching resources
 - SHARE Network website or 2-1-1 or other resource directory websites
 - Preview customer service emphasis from next week
- Assign homework: Create your own imaginary jobseeker and come to class prepared to explain how you would help such a customer.
- Review and confirm the training schedule and emphasize next training date, time and location.

Sample Agenda: Training Session #2

_____ SHARE Network Access Points

Session 2
[Date]
[location]

Welcome and Introductions	1:00pm-1:15pm
Equal Treatment and Religion-Related Rules	1:15pm-2:00pm
Key Partner Presentations	2:00pm-2:30pm
Break	2:30pm-2:45pm
Review Homework	2:45pm-3:00pm
How to use the online tools and Customer Sign-In Sheet	3:00pm-3:50pm
Evaluation	3:50pm-3:55pm
Homework; and Preview the next training	3:55pm-4:00pm
Adjournment	4:00pm

Instructions for Training Session #3

- Open with a small icebreaker for introductions
- Ask trainees about their homework and describe some examples of jobseekers they might meet.
 - Get very in-depth with jobseeker and SHARE, 2-1-1, or similar resource directory websites.
 - Be prepared to provide coaching on how to assist imaginary jobseekers from homework assignment
 - Invite discussion and Q&A.
 - Review use of the Customer Sign-In Sheet, including how to tally results and complete monthly reporting
- Introduce customer service expert(s) (e.g., a professor who teaches on the psychology of chronic unemployment and underemployment).
- Have someone (a VIP if possible) surprise the class by role-playing as a jobseeker with multiple barriers to employment.
 - Have trainees create a plan for assisting this individual using online job search tools
 - Be sure trainees demonstrate proper use of the Customer Sign-In Sheet
- Introduce frontline staff and set up job-shadowing appointments.
- Confirm the content and logistics of the next event. The next event could either be a grand opening or a celebration of completion of training for Access Points of Contact. Either one should include presentation of certificates to Points of Contact at the Access Points. A local area can have two celebrations—one for completion of training and one for a Grand Opening!

Sample Agenda: Training Session #3

_____ **SHARE Network Access Points**

Session 3
[Date]
[location]

Welcome and Introductions	1:00pm-1:15pm
SHARE Network [or 2-1-1, other] Resource Directory	1:15pm-1:45pm
Review [job-match], other online tools	1:45pm-2:00pm
Review Homework	2:00pm-2:30pm
Break	2:30pm-2:45pm
Customer Service Excellence	2:45pm-2:55pm
Case Study	2:55pm-3:30pm
Introduce frontline staff and schedule job-shadowing appts.	3:30pm-3:45pm