

The cover features a light beige background with a large, faint, circular watermark in the center. In the top-left and bottom-right corners, there are clusters of colorful, multi-pointed stars in various colors including red, blue, green, yellow, and purple, some overlapping each other.

# Training and Development Course Catalog 2016

## A Message from Our Director



**Krista Julian**

We are here to help you and your staff work together more effectively to meet the needs of your customers. As Director of the Training and Development Department, I'm excited to have the opportunity to support our history of quality training, and to add new classes you have requested! Our friendly, innovative trainers collectively represent many years of experience meeting training needs like yours. We are able to offer training to our Workforce Solutions and Texas state agency partners for a cost-recovery fee, which means it is of low cost to you.

We're so glad you're looking through our 2016 Training and Development Catalog. We hope you will use this catalog as a guide to plan, request, and schedule training. You will find an alphabetical Course Table of Contents along with a Categorized List of Courses to make it easier for you to find the courses you are looking for. A Training Resources section and Price List are located in the back of the catalog. We hope the course descriptions will help you choose the classes that will best meet your needs. We have created our courses in response to needs assessments, focus groups, and direct requests from customers like you.

If you are ready to schedule or attend training, or need more information, please reach out to us at (512) 463-3029 or via [email](mailto:training.development@twc.state.tx.us) at [training.development@twc.state.tx.us](mailto:training.development@twc.state.tx.us).

We are honored to be able to assist you with your training needs. Together we can serve the people of Texas even better. Together we can have the best business outcomes, rise to our full potential, and reach for the stars!

A handwritten signature in blue ink that reads "K Julian". The signature is fluid and cursive.

Krista Julian

Director, TWC Training and Development Department

## Our Training and Development Staff



Back row, left to right: Krista Julian, Andrea Reed, Carmen Matthews, Diana Garza-Louis, Gina Cruz, Mike Nolen, and Mike Green.

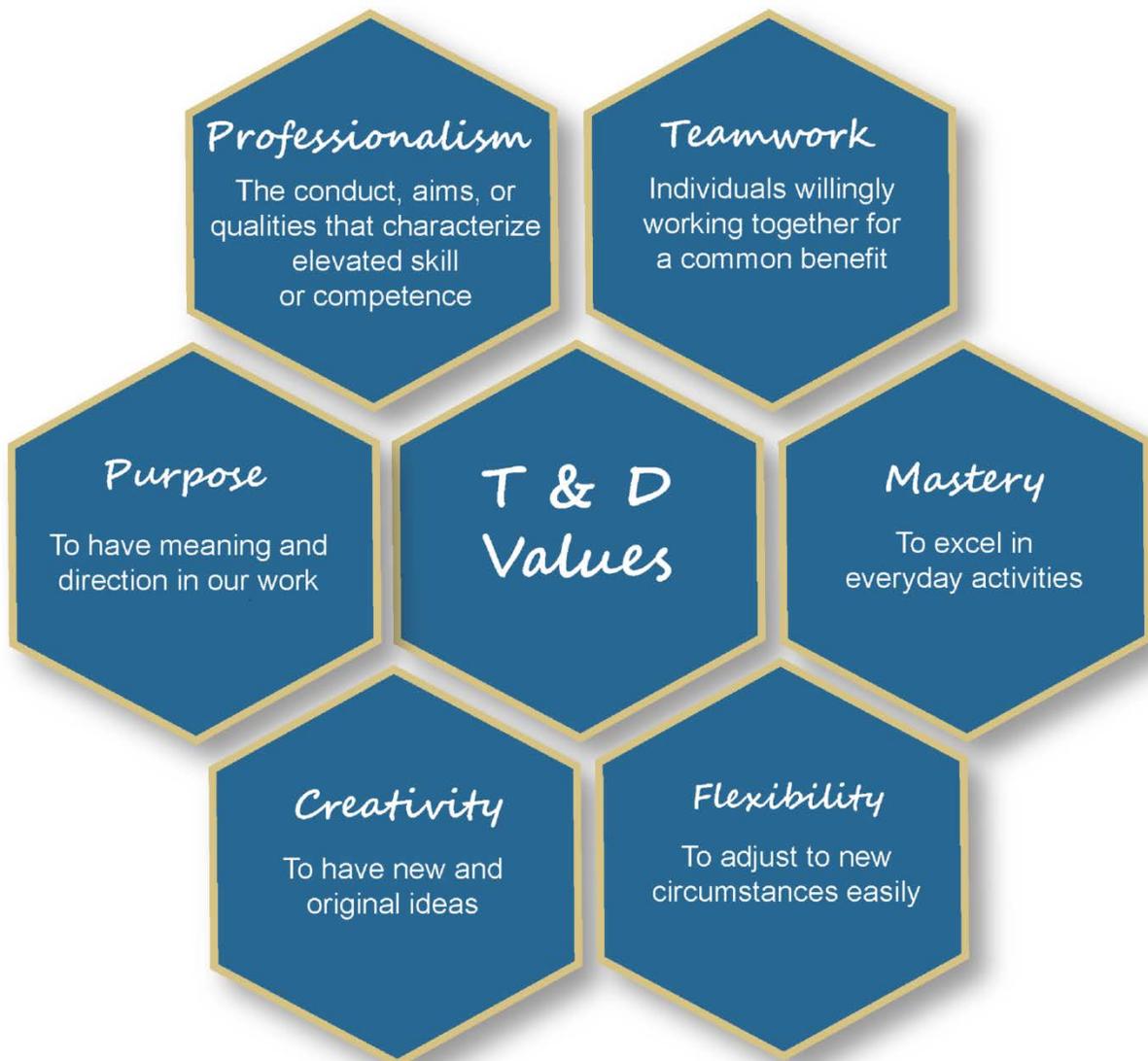
Front row: Albert Rodriguez, Beth Shaff, Lynnell Welden, Margarita Balderas, Mamie Meek, Roxanne Gruhlke, Houston Hill, and Deborah Aker.

## Training and Development Mission and Values

---

We are here to help TWC and our partners enhance employee workplace skills and productivity through the development, coordination, and delivery of quality learning opportunities.

---



## Table of Contents

---

Introduction.....	1
Training Options .....	1
Contact Us.....	2
Categorized List of Courses .....	3
Mandated Training.....	3
TWC Programs and Policies.....	3
TWC Automation .....	4
Professional Effectiveness.....	4
Business Relationships and Customer Service .....	5
Communications.....	5
Leadership and Management.....	6
Training Resources.....	6
Course Descriptions .....	7
Accessibility: Electronic Information Resources (EIR) Accessibility (ACCEIR).....	7
Accessibility: Making Word Documents Accessible (AAMWDA) .....	7
Americans with Disabilities Act (ADA) Overview and Amendment Act of 2008 for Supervisors (ADA09).....	8
Board Orientation: New Board Member Orientation (PBONBM) .....	8
Business Services (PBUSSV) .....	9
Business Writing: Business Writing Streamlined (PBWSL) .....	9
Business Writing: Grammar Streamlined for Business Writing (PGSBW) .....	10
Business Writing: Writing Effective Email (MDPWEM) .....	11
CAPPS 9.2 for the Requester and Approver Process (CAPPS).....	12
Case Management (PCSMNT).....	13
Case Management: Managing Case Managers (PMCMGR).....	13
Change Management: Managing Transition for Supervisors (MDPMAT).....	14
Change Management: Transitional Motivation (MDPTRM) .....	15
Communication Skills (PCOMUN) .....	16
Confident Communication (MDPCCO) .....	16
Conflict Management Strategies (MDPCMS) .....	17
Continuity of Operations Planning (TWCOOP).....	18
Covey: Learning the 7 Habits of Highly Effective People (MDLESH).....	18
Covey: Living the 7 Habits of Highly Effective People (MDLISH) .....	19

CPR, AED, and First Aid Training (MDPCPR) .....	20
Critical Thinking: Becoming a Fair-Minded Thinker (MDPICT) .....	21
Customer Complaint Resolution (ACCRT) .....	21
Customer Service (MDPCSV) .....	22
Customer Service for Managers (MDPCSR) .....	23
Dealing with Difficult People (MDPWDP).....	23
Disabilities: Access for All — Serving Customers with Disabilities in Texas Workforce Solutions Offices (PACCAL) .....	24
EEO: Anti-Discrimination Law for Supervisors (SUPDIS) .....	25
EEO: Diversity, EEO, and Discrimination Prevention (DIVEEO) .....	26
EEO: Diversity in the Workplace: A Focus on Communication and Behaviors (EEOODWP) .....	27
EEO: Equal Employment Opportunity (EEO) Policies for TWC Supervisors (SUPEEO) .....	28
EEO: Overview and Harassment Prevention (EEOHAR) .....	28
Emotional Intelligence: Making Better Connections (MDPEIC) .....	29
Employee Development (MDPEMP).....	29
Employee Engagement: The Secret to Being an Engaged Employee (MDPENG)....	30
Employee Engagement: A Supervisor’s Playbook (MDEESP) .....	31
Employee Selection: A Management Guide to the Hiring Process (MDPESM) .....	32
Ethics: Making Ethical Decisions (ETHDEC) .....	32
Facilitation Skills for Meetings (MDPFAC) .....	33
Family Education Rights and Privacy Act (FERPA) .....	34
Family Violence as It Affects Employment (PFAMVI) .....	35
Fraud Prevention and Detection (FRAUD) .....	36
Generational Differences: Managing Across Generations (MDPMAG).....	37
Generational Differences: Working with Generational Differences (MDPWGD) .....	38
InfoMaker Basics for The Workforce Information System of Texas (TWIST) Ad Hoc Reports (AINFBA).....	39
Information Technology (IT): IRS Information Security (AIRSIS).....	40
Information Technology (IT): Security Awareness (ITSECU).....	40
Insights <sup>®</sup> into Personal Effectiveness (MDPIPE).....	41
Insights <sup>®</sup> II: Exploring Insights (MDPIEX) .....	41
Leadership in Management (MDPLDR).....	42
Lessons from the Last Lecture (MDPLEC) .....	42
Microsoft Office 2010: Excellent Excel Spreadsheets for Beginners (AEXCEL) .....	43

Microsoft Office 2010: Introduction to Building Great PowerPoint Presentations (ABGPPP) .....	43
Microsoft Office 2010: Microsoft Outlook Basics (AOUTBA) .....	44
Microsoft Office 2010: Microsoft Word Basics (AWORD) .....	45
Migrant and Seasonal Farmworkers Guide (MISFRM) .....	45
Objectivity: A Matter of Maintenance (MDPOBJ) .....	46
Performance Planning and Review (PPR) Process for Supervisors (MDPPRS) .....	47
PII: Advanced Personally Identifiable Information Training: A Manager's Guide to Protect PII (ADVPII) .....	48
Presentation Skills (MDPPRE) .....	49
Problem-Solving and Decision-Making Strategies (MDPPDS) .....	50
Project Management Basics (MDPPMB) .....	51
RACF (Resource Access Control Facility): Part I (RACFP1) and Part II (RACFP2) ..	51
Rapid Process Improvement (MDPRPI) .....	52
Rapid Process Improvement Computer-Based Training (RPI101) .....	53
Records Management Basic Training (RECMGT) .....	53
Risk Management 101 (RSKMGT) .....	54
Sexual Harassment: Recognition and Prevention (RPSHAR) .....	54
Skills Development Fund Practitioner Training (ASDFPT) .....	55
Strategic Planning (STRPLA) .....	56
Strengths <sup>®</sup> : Enhancing Your Personal Performance (MDSTRE) .....	56
Stress Management (MDPSTR) .....	57
Supervisory Skills Development (MDPSSD) .....	57
Team Building: Working Effectively in a Team Environment (MDWETE) .....	58
Team Building for Supervisors (MDTSPV) .....	59
TIERS Reference Guide Review (ATIERS) .....	60
Time Management: Reclaiming Your Time (MDPRYT) .....	61
TWIST Advanced for Supervisors and Managers (ATWASM) .....	62
TWIST Child Care: Establishing Care (ATCCEC) .....	63
TWIST Counselor Notes (ATWCON) .....	64
TWIST for New Hires (ATWNHR) .....	65
TWIST Group Actions (AATWGA) .....	66
TWIST Impact on Common Measures (ATWICM) .....	67
TWIST Intermediate (ATWINT) .....	68
TWIST Overview (ATWBOV) .....	68
TWIST Web Reports (ATWRPT) .....	69
Veterans' Preference Training (VETPRF) .....	70

Workers' Compensation Health Care Network Training (WCHCN) .....	70
Workforce: Facilitating Workforce Orientation for Applicants (PWOA).....	71
Workforce: Texas Workforce System Orientation — An Introduction to Texas	
Workforce Solutions (PTWSOR) .....	72
Workforce 101: An Introduction to Texas Workforce Solutions (PWF101) .....	72
WorkInTexas.com: Introduction to WorkInTexas.com (AWKITW) .....	73
WorkInTexas.com: Training for State Agency Human Resources Staff (AWITHR) ...	74
Writing Standard Operating Procedures (TWCSOP) .....	74
Training Resources .....	75
Career Schools and Colleges Representative Training .....	75
Conference and Meeting Presentations.....	75
Facilitation Services.....	76
Management: Core Courses (recommended) .....	76
Management: Additional Courses (recommended) .....	78
Mandated Training for TWC .....	80
Mandated Training for TWC (continued).....	81
Mandated Training for TWC (continued).....	82
Mandated Training for TWC (continued).....	83
Mandated Training for TWC (continued).....	84
Podcasts .....	85
Quality Assurance Network (QAN) Online Monitoring Toolkits .....	86
Team Development Services.....	87
TWC Safety and Health Program .....	87
Web Conferencing Services .....	88
Workforce Development Comprehensive Guides.....	89
Workforce Development Comprehensive Guides (continued) .....	90
Training Price List.....	91

## Introduction

Our TWC Training and Development 2016 Course Catalog lists a wide variety of training opportunities to help you and your staff develop professionally and personally.

In addition to the Course Table of Contents, we also categorize courses into general areas of training, such as communications, automation, and leadership. These are listed in the Categorized List of Courses to help you quickly find the type of course you're looking for. We continually add new courses, and review and update ongoing courses, to ensure we present the most current information on each topic.

We invite you to browse our catalog, or go directly to the section that includes the courses you are interested in. If you have questions about our current courses or have suggestions for future training, contact the Training and Development Department by phone at (512) 463-3029, or by [email](mailto:training.development@twc.state.tx.us) at [training.development@twc.state.tx.us](mailto:training.development@twc.state.tx.us).

## Training Options

Our Training and Development Department offers **training in the classroom**, with experienced trainers providing interactive training that includes activities and information geared to the adult learner. Our classes include course manuals, desk aids, or other materials. Some courses are **computer-based training (CBT)**, offering learners the opportunity to schedule the course at a time convenient to them, and to take the course at their own pace. Other learning resources include **Web-based forums** and discussions using the rich and highly interactive medium of Adobe Connect<sup>®</sup>, and **audio podcasts** on a wide variety of subjects.

## Contact Us

For more information and the latest catalog updates, go to the Training and Development website on the TWC [Intranet](#):

<http://intra.twc.state.tx.us/intranet/train/html/index.html>.

If you do not have access to the TWC Intranet, go to our public [website](#):

[http://www.twc.state.tx.us/development/train/twc\\_training.html](http://www.twc.state.tx.us/development/train/twc_training.html).

To provide feedback on the catalog or to make suggestions for classes, please contact us via [email](#) at [training.development@twc.state.tx.us](mailto:training.development@twc.state.tx.us), or by phone at (512) 463-3029.

# Categorized List of Courses

## Mandated Training

Americans with Disabilities Act (ADA) Overview and Amendment Act of 2008 for Supervisors

Board Orientation: New Board Member Orientation

Continuity of Operations Planning

Customer Complaint Resolution

Equal Employment Opportunity (EEO) classes

Ethics: Making Ethical Decisions

Family Education Rights and Privacy Act (FERPA)

Family Violence as It Affects Employment

Fraud Prevention and Detection

Information Technology (IT): IRS Information Security

Information Technology (IT): Security Awareness

Migrant and Seasonal Farmworkers Guide

New Employee Orientation

PII: Advanced Personally Identifiable Information Training: A Manager's Guide to Protect PII

RACF (Resource Access Control Facility): Part I and Part II

Records Management Basic Training

Veterans' Preference Training

Workers' Compensation Health Care Network Training

## TWC Programs and Policies

Business Services

CAPPS 9.2 for the Requester and Approver Process

Case Management

Case Management: Managing Case Managers

Disabilities: Access for All — Serving Customers with Disabilities in Texas Workforce Solutions Offices

Quality Assurance Network (QAN) Online Monitoring Toolkits

Records Management Basic Training

Risk Management 101

TWC Safety and Health Program

## **TWC Programs and Policies (continued)**

Workforce: Facilitating Workforce Orientation for Applicants (WOA)  
Workforce: Texas Workforce System Orientation — An Introduction to Texas Workforce Solutions  
Workforce 101: An Introduction to Texas Workforce Solutions

## **TWC Automation**

InfoMaker Basics for The Workforce Information System of Texas (TWIST) Ad Hoc Reports  
TIERS Reference Guide Review  
TWIST:  
TWIST Advanced for Supervisors and Managers  
TWIST Child Care: Establishing Care  
TWIST Counselor Notes  
TWIST for New Hires  
TWIST Group Actions  
TWIST Impact on Common Measures  
TWIST Intermediate  
TWIST Overview  
TWIST Web Reports  
WorkInTexas.com:  
WorkInTexas.com: Introduction to WorkInTexas.com  
WorkInTexas.com: Training for State Agency Human Resources Staff

## **Professional Effectiveness**

Change Management: Transitional Motivation  
CPR, AED, and First Aid Training  
Critical Thinking: Becoming a Fair-Minded Thinker  
Emotional Intelligence: Making Better Connections  
Employee Engagement: The Secret to Being an Engaged Employee  
Insights<sup>®</sup> into Personal Effectiveness  
Lessons from the Last Lecture  
Microsoft Office 2010:  
Excellent Excel Spreadsheets for Beginners

## Professional Effectiveness (continued)

Introduction to Building Great PowerPoint Presentations  
Microsoft Outlook Basics  
Microsoft Word Basics  
Objectivity: A Matter of Maintenance  
Problem-Solving and Decision-Making Strategies  
Rapid Process Improvement  
Strengths<sup>®</sup>: Enhancing Your Personal Performance  
Stress Management  
Time Management: Reclaiming Your Time

## Business Relationships and Customer Service

Conflict Management Strategies  
Customer Service  
Dealing with Difficult People  
EEO: Diversity in the Workplace: A Focus on Communication and Behaviors  
Generational Differences: Working with Generational Differences  
Insights<sup>®</sup> II: Exploring Insights  
Team Building: Working Effectively in a Team Environment

## Communications

Business Writing:  
Business Writing Streamlined  
Grammar Streamlined for Business Writing  
Writing Effective Email  
Communication Skills  
Confident Communication  
Facilitation Skills for Meetings  
Presentation Skills  
Writing Standard Operation Procedures

## Leadership and Management

Change Management: Managing Transition for Supervisors  
Customer Service for Managers  
Employee Development  
Employee Engagement: A Supervisor's Playbook  
Employee Selection: A Management Guide to the Hiring Process  
Generational Differences: Managing Across Generations  
Leadership in Management  
Performance Planning and Review (PPR) Process for Supervisors  
Project Management Basics  
Strategic Planning  
Supervisory Skills Development  
Team Building for Supervisors

## Training Resources

Career Schools and Colleges Representative Training  
Conference and Meeting Presentations  
Facilitation Services  
Management: Core Courses (recommended)  
Management: Additional Courses (recommended)  
Mandated Training for TWC  
Podcasts  
Quality Assurance Network (QAN) Online Monitoring Toolkits  
Team Development Services  
TWC Safety and Health Program  
Web Conferencing Services  
Workforce Development Comprehensive Guides  
Choices: A Comprehensive Guide  
Employment Service Guide  
Integration of Trade Services for Dislocated Workers  
Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) Guide  
Workforce Investment Act (WIA) Eligibility Guidelines

The page features a light beige background with a large, faint, circular watermark in the center. The watermark consists of several concentric circles and a central star-like shape. In the top-left and bottom-right corners, there are clusters of colorful, multi-pointed stars in various colors including red, blue, green, yellow, and purple. The stars are of varying sizes and are arranged in a way that suggests a trail or a path.

# Course Descriptions

# Course Descriptions

## Accessibility: Electronic Information Resources (EIR) Accessibility (ACCEIR)

**Type of Training:** Computer-based training

**Length of Training:** 0.5 hour

**Prerequisites:** None

This course is recommended for all TWC employees. The TWC Training and Development Department (T&D), in partnership with the Information Technology Division, has developed a computer-based training (CBT) that presents an overview of the laws, and includes requirements for accessibility and the assistive technologies that are currently in use by those with disabilities. Access the training through [SoftChalk](http://www.softchalkcloud.com/lesson/serve/yNPAWa84XxEj7r/html) at [www.softchalkcloud.com/lesson/serve/yNPAWa84XxEj7r/html](http://www.softchalkcloud.com/lesson/serve/yNPAWa84XxEj7r/html).

**Audience:** All TWC employees

**Cost:** None

## Accessibility: Making Word Documents Accessible (AAMWDA)

**Type of Training:** Automated classroom

**Length of Training:** 7 hours

**Prerequisites:** None

During this class, each participant will practice using the basic accessibility features of Word through guided activities. You will learn to:

- Demonstrate an understanding of the requirements for accessibility.
- Explain why accessibility is important.
- Use the Accessibility Checker to detect and correct accessibility issues.
- Install and activate the Productivity Ribbon for Microsoft Word.
- Describe how to use the Productivity Ribbon tools to create a new accessible Word document.
- Use the Productivity Ribbon tools to make an existing Word document accessible.

**Audience:** All staff

**Cost:** \$109

## Americans with Disabilities Act (ADA) Overview and Amendment Act of 2008 for Supervisors (ADA09)

**Type of Training:** Computer-based training

**Length of Training:** 0.5 hour

**Prerequisites:** None

This is a one-time only requirement for all TWC supervisors and managers. This training provides:

- A review of the fundamental aspects of the ADA of 1990 as it relates to employment.
- A description of the 2008 ADA Amendments Act, effective January 1, 2009, which broadens the definition of disabled.
- An explanation of how this amendment impacts people at TWC and how we provide accommodations.

**Audience:** TWC supervisors and managers

**Cost:** None

## Board Orientation: New Board Member Orientation (PBONBM)

**Type of Training:** Classroom and self-instruction manual on the TWC Intranet

**Length of Training:** 2 hours

**Prerequisite:** None

The orientation materials provided for this training give new Board members information and resources to help them become more effective within their local Workforce Board. The course focuses on:

- Texas Workforce Solutions.
- Roles and responsibilities of a Board member compared to those of Board staff.
- Employment and training programs and services available in the Board area.
- Characteristics of successful Board members.

**Audience:** New Board members within 90 days of appointment

**Cost:** None

## Business Services (PBUSSV)

**Type of Training:** Classroom

**Length of Training:** 14 hours

**Prerequisites:** None

This course emphasizes best practices and procedures by Workforce Solutions Offices' Business Services Units (BSUs) to develop or improve services to employers. Participants will learn:

- Roles and responsibilities of staff.
- Business segmenting and targeting.
- Marketing and business relationships.
- Maintenance of WorkInTexas.com for BSU.
- Quality customer service.
- Assessment techniques to determine employer service needs.

**Audience:** Board staff, Business Services Unit staff, and Workforce Solutions Offices staff

**Cost:** \$119

## Business Writing: Business Writing Streamlined (PBWSL)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisite:** None

This course is designed to help you communicate your written message clearly and effectively. This one-day class provides information to help you communicate more effectively at work by:

- Targeting the needs of your reading audience.
- Planning and organizing your documents.
- Choosing words that are clear, precise, and to the point.
- Editing and revising your documents for maximum clarity and effectiveness.

Note: This course complements information in *Grammar Streamlined for Business Writing* and *Writing Effective Email*.

**Audience:** All staff

**Cost:** \$79

## Business Writing: Grammar Streamlined for Business Writing (PGSBW)

**Type of Training:** Classroom

**Length of Training:** 3.5 hours

**Prerequisites:** None

The basic rules of grammar remain the same, but some newer guidelines allow writers more flexibility. What has changed? What remains the same? What are some of the most common mistakes we make in our writing? This course:

- Discusses changes in grammar.
- Addresses some of the most common grammar errors.
- Provides resources to help you write business documents correctly and professionally.

Note: This half-day course complements information in *Business Writing Streamlined* and *Writing Effective Email*.

**Audience:** All staff

**Cost:** \$54



**Albert Rodriguez delivers our employee development and business writing classes.**

## Business Writing: Writing Effective Email (MDPWEM)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisites:** None

Email is the most common, convenient, and potentially cumbersome means of business communications. From customer service representatives and case managers to administrative professionals and CEOs, almost everyone uses email to communicate with customers and colleagues. In this workshop, you will learn:

- When to use email and when not to.
- The anatomy of an email and tips for using each part effectively.
- How to set the right tone between formal and casual for your reader.
- Techniques to keep your email brief, clear, and to the point.

Note: This half-day course complements the information in *Business Writing Streamlined* and *Grammar Streamlined for Business Writing*.

**Audience:** All staff

**Cost:** \$54

## CAPPS 9.2 for the Requester and Approver Process (CAPPS)

**Type of training:** Computer-based training

**Length of Training:** 1 hour

**Prerequisites:** None

This training provides step-by-step instructions for TWC employees whose specific job duties include requesting or approving the purchase of goods and services. The Centralized Accounting and Payroll/Personnel System (CAPPS) replaces the prior purchasing process, which consisted of navigating through two systems: CHAPS and ISAS. The user will now complete all purchasing processes through CAPPS.

This training will:

- Familiarize staff with requirements for making compliant purchases and contracts.
- Familiarize staff with the electronic submittal of the purchase request in CAPPS.
- Ensure staff know the correct procedures to request, approve, and receive goods and services.

**Audience:** TWC staff

**Cost:** None

## Case Management (PCSMNT)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

This workshop helps case managers develop best practice skills for managing their customers. It focuses on strategies to build productive relationships with every customer and on the processes needed to document and track each case. In this workshop, you will learn how to:

- Build rapport with customers, conduct a focused interview, and accurately assess the customer's assets and needs.
- Confront non-productive behavior and motivate customers to action.
- Document each case with an appropriate level of detail.
- Manage your service plans, service delivery, and service after employment.
- Integrate your service with the TWIST process to make tracking customer information and services easy for everybody.

Note: This is not TWIST training. See TWIST courses beginning on page 57.

**Audience:** Workforce Solutions Offices case managers

**Cost:** \$79

## Case Management: Managing Case Managers (PMCMGR)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisite:** None

This course provides practical tools and essential information to supervisors of case managers to enhance positive interaction and boost skills in effective case management. The course focuses on:

- Improved foundation of orientation for case managers.
- Targeted communication improvement strategies.
- Enhanced management tools with monitoring aids and techniques.

**Audience:** Supervisors of Workforce Solutions Offices case managers

**Cost:** \$79

## Change Management: Managing Transition for Supervisors (MDPMAT)

**Type of Training:** Classroom

**Length of Training:** 3.5 hours

**Prerequisite:** None

Employees all react differently to change. Some embrace it enthusiastically. Others fear it and need encouragement to adjust successfully. Still others just dig in their heels and refuse to go along. How can you lead your employees through a period of transition and emerge with an intact, high-performance team? In this course, you will learn:

- The five stages of transition and your role during each stage.
- Ways to handle unproductive behaviors during transition.
- Strategies to support a smooth transition.

**Audience:** Managers and supervisors

**Cost:** \$54



**Roxanne Gruhlke manages our Human Dynamics Team, presents topics at conferences, facilitates group events, and delivers training.**

## Change Management: Transitional Motivation (MDPTRM)

**Type of Training:** Classroom

**Length of Training:** 3.5 hours

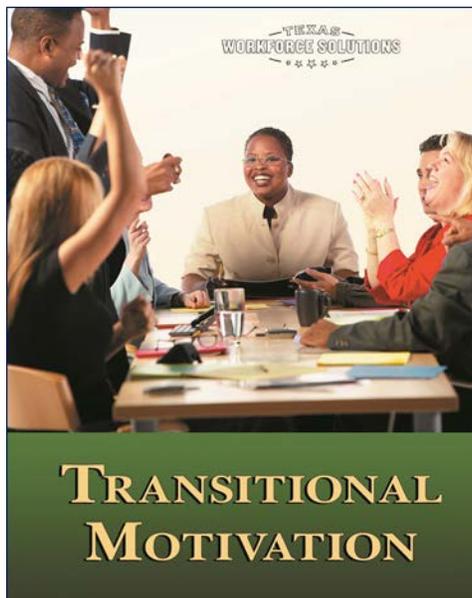
**Prerequisites:** None

Change is constant — how can we make the most of it? This companion course to *Managing Transition for Supervisors* focuses on techniques to support positive transition, and emphasizes taking individual responsibility for our response to change. The course focuses on:

- The three phases of the transition process.
- Personal transitional experiences and how to manage them in a positive way.
- New techniques to successfully deal with all phases of transition.
- Personality characteristics and their impact on coping with change.

**Audience:** All staff

**Cost:** \$54



## Communication Skills (PCOMUN)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

Explore the essence of good communication and the pitfalls of miscommunication. This training offers practical applications for developing communication skills using small groups and meaningful activities. The course focuses on:

- Key concepts of effective listening and verbal communication.
- Effective listening and verbal skills in a small group setting.
- Crucial techniques to avoid miscommunication.

**Audience:** All staff

**Cost:** \$79

## Confident Communication (MDPCCO)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisites:** None

Do you find it difficult to say “no”? Do you feel anxious speaking up for your needs? Or instead, do you sometimes come across as overbearing and intimidating? Learn how to communicate confidently, assertively, and diplomatically in ways that respect everybody’s needs. In this course, you will:

- Identify the strengths and weaknesses of four different styles of communication.
- Discover the underlying beliefs and myths that sabotage communications.
- Recognize self-defeating body language and verbal habits.
- Practice techniques for communicating confidently in a variety of situations.

**Audience:** All staff

**Cost:** \$54

## Conflict Management Strategies (MDPCMS)

**Type of Training:** Classroom

**Length of Training:** 7 hours

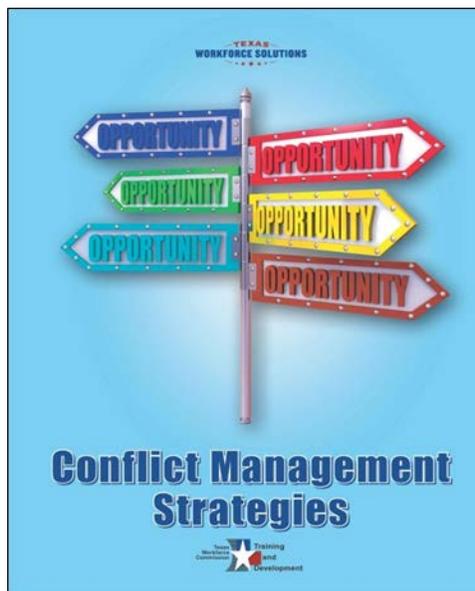
**Prerequisites:** None

Conflict is not a four-letter word. When managed properly, conflict can be an opportunity for generating innovative new solutions and improving relationships. This course will give you the tools and techniques you need to transform conflict into a positive, productive process. You will learn how to:

- Analyze the dynamics of a conflict to determine the best resolution strategies.
- Follow a four-step process for productive conflict resolution.
- Recognize and avoid the common pitfalls that can derail the conflict management process.

**Audience:** All staff

**Cost:** \$79



## Continuity of Operations Planning (TWCOOP)

**Type of Training:** Computer-based training

**Length of Training:** 0.5 hour

**Prerequisites:** None

This is a one-time only requirement for all TWC employees. The training will familiarize staff with the TWC Continuity of Operations Plan (COOP) and prepare them to respond to any emergency, business interruption, or disaster. At the end of this training, participants will:

- Have a better understanding of the TWC COOP.
- Be able to identify their individual responsibilities following an event.
- Be familiar with the tools and information available in the TWC COOP.

**Audience:** All TWC employees

**Cost:** None

## Covey: Learning the 7 Habits of Highly Effective People (MDLESH)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

This one-day summary of *The 7 Habits of Highly Effective People®* by Dr. Stephen R. Covey will provide participants with the core concepts of the 7 Habits, including how to:

- Think abundantly.
- Listen openly.
- Solve problems collaboratively.
- Communicate effectively.
- Maximize performance.
- Avoid the dangers of dependence.
- Participants will gain first-hand the rewards of practicing the 7 Habits in their personal and professional life.

**Audience:** All staff

**Cost:** \$79

## Covey: Living the 7 Habits of Highly Effective People (MDLISH)

**Type of Training:** Classroom

**Length of Training:** 15 hours

**Prerequisites:** None

We all strive to be more effective in our daily lives, but fall short sometimes. This training, based on the book *The 7 Habits of Highly Effective People®* by Dr. Stephen R. Covey, provides the tools and processes to help you become profoundly more effective in the things that matter most to you in your work and personal life. In order to have sustained, lasting success, you need to be able to successfully “lead yourself” and continuously improve and renew your capabilities in order to influence, engage, and collaborate with others. These elements are at the heart of personal, team, and organizational effectiveness. Participants will learn how to:

- Be proactive.
- Begin with the end in mind.
- Put first things first.
- Think win-win.
- Seek first to understand.
- Practice synergy.
- “Sharpen the saw.”

Note: This course requires an investment of about 15 to 30 minutes a day to practice the 7 Habits, beginning with the class and continuing through the seven weeks following the class. Dedication to this venture ensures the participant will be able to successfully implement the 7 Habits, gain self-mastery, improve communication, and strengthen professional and personal relationships.

**Audience:** All staff

**Cost:** \$54

## CPR, AED, and First Aid Training (MDPCPR)

**Type of Training:** Classroom

**Length of Training:** 4.5 hours

**Prerequisites:** None

The first few minutes after a heart attack or other medical emergency can mean the difference between life and death. Do you know what to do before professional help arrives? This course gives you basic skills to provide effective emergency care to an injured or ill person. Upon successful completion of the course, designed by Medic First Aid, you will receive a two-year certification in CPR, AED, and first aid. In the course, you will learn to:

- Assess emergency situations.
- Perform Adult CPR (cardio-pulmonary resuscitation).
- Use an AED (automated external defibrillator).
- Provide basic first aid.

**Audience:** All staff

**Cost:** \$54



**Carmen Matthews trains our employee development classes and CPR.**

## Critical Thinking: Becoming a Fair-Minded Thinker (MDPICT)

**Type of Training:** Classroom

**Length of Training:** 3.5 hours

**Prerequisites:** None

How do you know that you are being fair, objective, and unbiased in your thought process? Are you aware of your own blind spots, biases, and pitfalls? What part should emotion play in your decision-making? In this course, you will learn how to:

- Define the three distinct functions of your mind.
- Identify the natural factors that bias your thinking.
- Examine issues from multiple perspectives.
- Practice techniques for thinking critically, objectively, and impartially.

**Audience:** All staff

**Cost:** \$54

## Customer Complaint Resolution (ACCRT)

**Type of Training:** Computer-based training

**Length of Training:** 0.5 hour

**Prerequisite:** None

This is a one-time only requirement for all TWC employees. This CBT provides information about TWC's Customer Relations standards, and sets in motion the establishment of standard procedures for a statewide external complaint handling and resolution system. The course focuses on:

- Legislative requirements.
- Reporting and tracking procedures.
- Forms and reporting requirements.
- Liaison change action requirements.

**Audience:** All TWC employees

**Cost:** None

## Customer Service (MDPCSV)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

Customer service is not just for restaurants and retail stores. A positive customer service attitude improves your relationship with vendors, contractors, and co-workers, as well as with the people you serve. This course focuses not just on developing customer service skills, but on helping you develop the values, beliefs, and attitudes needed to deliver outstanding customer service to everyone you interact with. You will learn how to:

- Assess your own service attitude and pinpoint areas for development.
- Establish rapport to help you understand your customers' needs and build relationships of trust.
- Go above and beyond expectations.
- Turn difficult customers into delighted customers.
- Discover steps to create a positive atmosphere for customer service using the telephone.

**Audience:** All staff

**Cost:** \$79

## Customer Service for Managers (MDPCSR)

**Type of Training:** Classroom

**Length of Training:** 3.5 hours

**Prerequisites:** None

Transform your group of individual employees into a self-motivated, mission-driven team dedicated to providing the highest levels of service to all customers, internal and external. In this workshop, you will learn ideas and share best practices that can inspire your team to deliver outstanding customer service, including ways to:

- Develop a meaningful mission statement.
- Empower employees to surpass expectations.
- Measure and improve customer satisfaction.
- Recognize and reward employees in cost-effective ways.

**Audience:** Managers and supervisors

**Cost:** \$54

## Dealing with Difficult People (MDPWDP)

**Type of Training:** Classroom

**Length of Training:** 3.5 hours

**Prerequisites:** None

Difficult people are everywhere! Whether it's "hostile tanks," "sneaky snipers," smug "know-it-alls," or "woeful whiners," difficult people can make your job seem impossible. You might not be able to change these difficult people, but you can change the way you communicate with them to get the results you want. In this enjoyable, interactive workshop, you will:

- Identify the different types of difficult behavior.
- Recognize the underlying intents and unmet needs that are key to changing unproductive behavior.
- Learn strategies to redirect difficult behavior into calmer, more productive interactions.
- Practice techniques to develop productive relationships with each type of difficult person.

**Audience:** All staff

**Cost:** \$54

## Disabilities: Access for All — Serving Customers with Disabilities in Texas Workforce Solutions Offices (PACCAL)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

Customers with disabilities provide unique challenges to Workforce Solutions Offices staff. How do you interact with respect, tact, and sensitivity? What resources are available to help them in their job searches and employment? This training focuses on the basics of the Americans with Disabilities Act and the Rehabilitation Act, and how to apply the rules and regulations in Workforce Solutions Offices. Topics covered include:

- Basic facts, myths, rights, and etiquette guidelines for dealing with customers with disabilities.
- Helping customers with disabilities in a Workforce Solutions environment.
- Resources and funding sources for support services and employment accommodations.
- The effects that employment may have on Social Security disability benefits.

**Audience:** Workforce Solutions Offices staff

**Cost:** \$79

## EEO: Anti-Discrimination Law for Supervisors (SUPDIS)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

As a supervisor, you must be prepared to deal with discrimination and harassment issues. What can you do to prevent discrimination and harassment, and what should you do if an incident occurs? This course uses activities, videos, case studies, and group discussion to enhance your awareness of discriminatory practices in the workplace. You will explore:

- EEO laws and the seven protected classes.
- Legal theories, complaints, and the legal selection process.
- Sexual harassment prevention.

**Audience:** Non-TWC supervisors, managers, and team leads

**Cost:** \$79



**Lynnell Welden delivers our EEO training, as well as employee and management development training.**

## EEO: Diversity, EEO, and Discrimination Prevention (DIVEEO)

**Type of Training:** Computer-based training

**Length of Training:** 1 hour

**Prerequisites:** None

TWC recognizes the benefits of diversity, and values the diversity of its employees and the employers and citizens of the state of Texas. This course emphasizes the importance of a discrimination-free workplace. By the end of this course, you will be able to:

- Describe how diversity benefits you and TWC, both individually and collectively.
- Explain TWC's commitment to equal employment opportunity (EEO).
- Identify legislation and policies that protect employees from discrimination and harassment.
- Recognize actions that constitute discrimination and harassment.
- Learn techniques to prevent workplace discrimination, harassment, and retaliation.

**Audience:** All TWC employees

**Cost:** None

## EEO: Diversity in the Workplace: A Focus on Communication and Behaviors (EEODWP)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisites:** None

How can you help build a workplace that respects and supports people of all cultures and backgrounds? This workshop will show you how with a fun mix of videos, group discussions, and real-life scenarios. You will discover:

- How to recognize different types of discrimination, harassment, and other unwelcome behaviors.
- The damaging impact of stereotypes and biases on teamwork and productivity.
- Tactful, easy-to-use techniques to redirect inappropriate behaviors into more respectful and supportive ones.

**Audience:** All staff

**Cost:** \$54

## EEO: Equal Employment Opportunity (EEO) Policies for TWC Supervisors (SUPEEO)

**Type of Training:** Classroom

**Length of Training:** 8 hours

**Prerequisites:** None

As a TWC supervisor, you need to understand how to handle discrimination and harassment issues. What can you do to prevent these issues, and what should you do if an incident occurs? This course, approved by the Civil Rights Division, uses activities, videos, case studies, and group discussion to enhance your awareness of discriminatory practices in the workplace. It also covers TWC's specific policies on discrimination and harassment. You will explore:

- EEO laws and the seven protected classes.
- Legal theories and investigative stages.
- The process for filing complaints.
- The legal selection process.
- Sexual harassment prevention.

**Audience:** TWC supervisors, managers, and team leads

**Cost:** None

## EEO: Overview and Harassment Prevention (EEOHAR)

**Type of Training:** Classroom

**Length of Training:** 2 hours

**Prerequisites:** None

This course uses video scenarios and discussion to provide an overview of EEO law and its application in the work environment. It serves as an effective refresher to more in-depth workshops on harassment. In this course, you will:

- Review the protected classes of employees.
- View multiple harassment scenarios on video.
- Analyze and discuss each scenario.
- Discuss issues beyond sexual harassment prevention in order to make the workplace a welcome environment for all.

**Audience:** All staff

**Cost:** \$39

## Emotional Intelligence: Making Better Connections (MDPEIC)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisites:** None

Emotional Intelligence (EI) is part of interpersonal intelligence that helps us become more aware of our own emotions, what impacts us, and why and how we impact others. When we understand emotional intelligence, we can manage our behavior more effectively, improve our practical thinking, and enhance our positive influence on others. In this class we will:

- Define emotional intelligence and the different competencies associated with EI.
- Review the four domains of EI as defined by Daniel Goleman.
- Practice these domains to develop skills in the four areas.
- Develop an action plan to implement these competencies in the workplace.

**Audience:** All staff

**Cost:** \$54

## Employee Development (MDPEMP)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisite:** None

One of the most important jobs you have as a manager is developing the talents of your team. This can be particularly challenging when your employees all have different skills and different learning styles. In this workshop, you will discover how to:

- Conduct a job analysis and set realistic performance standards.
- Determine whether a performance problem requires a training or management solution.
- Provide training for groups and for individuals tailored to their learning styles.
- Deliver effective, supportive performance feedback.
- Tap into a variety of traditional and alternative training approaches.

**Audience:** Managers and supervisors

**Cost:** \$79

## Employee Engagement: The Secret to Being an Engaged Employee (MDPENG)

**Type of Training:** Classroom

**Length of Training:** 3.5 hours

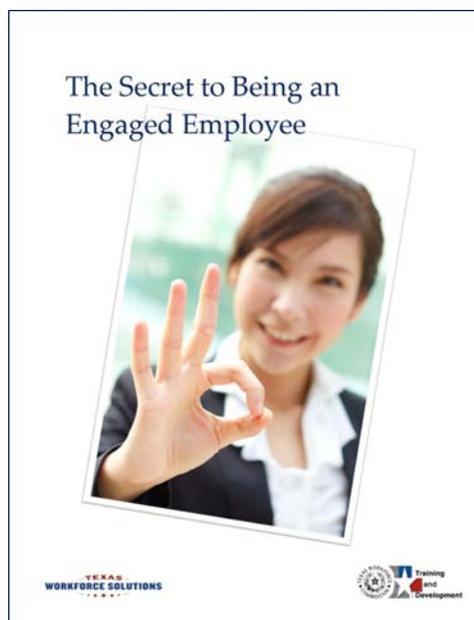
**Prerequisite:** None

In every job, there are times when we are engaged in our work, and times when we wish we could change some aspects of our job. There are characteristics of every job that we can't control, but in this workshop we focus on factors we can control. When we learn to view the world through a more positive lens, we can increase our engagement and have a positive effect on our work environment. In this workshop, you will:

- Identify the characteristics of engaged employees.
- Describe the benefits of engagement for employees, employers, and customers.
- Implement strategies to increase our engagement at work.

**Audience:** All staff

**Cost:** \$54



## Employee Engagement: A Supervisor's Playbook (MDEESP)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisite:** None

How do we retain our best employees and set a tone that encourages our team members to increase their results-based thinking and “go the extra mile” at work? This training session is designed to help supervisors develop their management style and ensure employees understand how their contributions make a difference. In this training, we will create a “playbook” of strategies to help supervisors increase their employees’ engagement, and create the type of workplace that attracts and retains talented, engaged employees. Learn techniques to:

- Set a positive tone that encourages employee interaction.
- Encourage the constructive expression of ideas and issues.
- Set expectations, and provide clear and timely support and redirection when setbacks occur.
- Show appreciation and reinforce effective employee performance.
- Explore the concept of progress as an intrinsic motivator to increase employee engagement.

**Audience:** Managers and supervisors

**Cost:** \$79

## Employee Selection: A Management Guide to the Hiring Process (MDPESM)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisite:** None

Effective managers and supervisors understand that you have to either “hire smart” or “manage tough.” Top talent is easier to manage and will improve the performance of your entire team and agency. In this workshop, you will learn how to:

- Use a proven seven-step process to recruit and select top talent.
- Manage your responsibilities as a selecting authority.
- Use appropriate TWC forms to successfully navigate the interviewing and selection process.

**Audience:** TWC, Board, Workforce Solutions Offices supervisors, subcontractor managers, and other supervisors using the TWC employee selection process and forms

**Cost:** \$54

## Ethics: Making Ethical Decisions (ETHDEC)

**Type of Training:** Computer-based training

**Length of Training:** 1 hour

**Prerequisites:** None

This is a one-time course required for all TWC employees. This course defines ethics and provides tools and resources to help make ethical work-related decisions. Practice using these tools and resources by working through fictional scenarios that raise ethical issues. The course focuses on:

- Strategic questions to determine whether an ethical dilemma exists.
- Resources to use in making ethical decisions.
- Differences between ethical approaches and ethical rationalizations and pitfalls.
- The 10-Step Method for making ethical decisions.
- A Confidence Checklist to assess a decision related to a given scenario.

**Audience:** All TWC staff

**Cost:** None

## Facilitation Skills for Meetings (MDPFAC)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisites:** None

Do you have problems to solve, new ideas to generate, strategies to shape, or decisions to make? Are other people involved? If so, you need facilitation skills for meetings. When you use effective facilitation skills, you help all participants contribute effectively, share their best ideas, and reach consensus in an efficient and timely manner. Learn the best ways to facilitate a group process without inadvertently biasing the content. Take home a “Facilitator’s Toolbox” to help you in your role. In this workshop, you will explore:

- Your functions in the role of facilitator, including useful techniques if you are also the group leader.
- Steps to plan an effective meeting and get the group started.
- The five stages of group dynamics, including tools to build group consensus.
- Appropriate responses to disruptive behaviors and other pitfalls.

**Audience:** All staff

**Cost:** \$54

## Family Education Rights and Privacy Act (FERPA)

**Type of Training:** Computer-based training

**Length of Training:** 0.5 hour

**Prerequisites:** None

This course is an overview of the rules and regulations associated with the Family Educational Right and Privacy Act (FERPA). Participants will be introduced to the Act and practical applications in adult educational programs. Participants will be able to:

- Identify the core elements of FERPA.
- Determine when and how information can be shared.
- Identify best practices for protecting PII (Personally Identifiable Information) in educational settings.

**Audience:** Staff who work in or oversee programs in Texas funded by the Adult Education and Family Literacy Act

**Cost:** None

## Family Violence as It Affects Employment (PFAMVI)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisites:** None

Unfortunately, dealing with family violence is a necessity for some job seekers and the staff who support their work search. Texas HB 1175 requires at least four hours of training to provide information about family violence issues for all staff who:

- Provide information to individuals eligible for Choices.
- Request penalties or grant good cause exemptions.
- Provide employment planning or retention services.
- There are specific expectations of staff when family violence is identified as an issue. This course meets all requirements to provide knowledge and resources for staff. It is a one-time training requirement that supports staff with information about:
  - Appropriate questions and language to use when addressing issues of family violence with customers.
  - Signs that can alert staff to possible family violence issues.
  - Effects of family violence on job search and employment.
  - When to grant waivers and how to ensure good documentation.

**Audience:** Workforce Solutions Offices staff

**Cost:** \$54

## Fraud Prevention and Detection (FRAUD)

**Type of Training:** Computer-based training

**Length of Training:** 1 hour

**Prerequisites:** None

This training is an annual requirement for all TWC employees, in compliance with Executive Order RP36. It is also an annual requirement for Board and Workforce Solutions Offices staff. This course provides:

- Basic fraud prevention, detection, and reporting policies and procedures.
- Basic information regarding prevention and detection of fraud, waste, theft, and program abuse.
- Guidance in the establishment of prevention and detection systems.
- Links to risk assessment and deterrence tools and best practices information.

**Audience:** TWC, Board, and Workforce Solutions Offices staff

**Cost:** None

## Generational Differences: Managing Across Generations (MDPMAG)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisites:** *Working with Generational Differences* recommended

Employees from different generations can all have vastly different values, expectations, work ethics, and communication styles. A one-size-fits-all management style will not motivate everybody in the same way. Discover how events have shaped each generation's attitudes toward work, and how to use that knowledge to motivate each employee most effectively. In this workshop, you will:

- Explore the differences between Traditionalists, Boomers, Generation Jones, Gen Xers, and Millennials.
- Assess how multigeneration-friendly your workplace is.
- Learn to use the M.E.E.T. model (Make time to discuss, Explore differences, Encourage respect, Take personal responsibility) to tailor your communication style to each person's needs.
- Develop your own action plan to improve employee relations and motivation.
- This course is a winner of the International Association of Business Communicators Bronze Quill Award of Merit for Writing.

**Audience:** Managers and supervisors

**Cost:** \$54

## Generational Differences: Working with Generational Differences (MDPWGD)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisites:** None

Can Traditionalists, Baby Boomers, Generation Jones, Gen Xers, and Millennials all work together in the same office and not drive each other crazy? Yes, they can, if you understand the motivating forces for the different generations and apply their preferred communication skills. In this fascinating, enjoyable workshop, you will discover:

- Key characteristics of the five different generations in the workplace.
- Ways specific events shaped each generation's beliefs, values, and expectations.
- Communication strategies that foster respect and problem-solving.

**Audience:** All staff

**Cost:** \$54

## InfoMaker Basics for The Workforce Information System of Texas (TWIST) Ad Hoc Reports (AINFBA)

**Type of Training:** Automated classroom

**Length of Training:** 17.5 hours

**Prerequisites:** None

This course will teach you how to use InfoMaker to design customized queries and reports containing data entered into TWIST. It covers:

- Creating ad hoc reports tailored to your needs using Common Measures, Child Care, and other non-Common Measures data tables.
- Selection criteria to limit results to your WDA.
- Exporting files to Excel and PDF formats.
- Formatting reports using the Data Dictionaries to identify the correct tables, columns, and values.

The last portion is a half-day lab that provides additional hands-on time to design your own personalized reports or to work on exercises, all with trainer supervision.

**Audience:** TWC, Board, and Workforce Solutions Offices staff with active TWIST sign-on permissions

**Cost:** \$159

## Information Technology (IT): IRS Information Security (AIRSIS)

**Type of Training:** Computer-based training

**Length of Training:** 0.5 hour

**Prerequisite:** None

This course is required annually as part of TWC's agreement with the Internal Revenue Service (IRS) for the exchange of Federal Tax Information (FTI). FTI is defined as tax information that originates from the Internal Revenue Service tax records, such as 1099 data. TWC employees, contractors, vendors, or anyone with the potential for exposure to FTI are required to take FTI training. The course focuses on:

- The definition of Federal Tax Information (FTI).
- Awareness of FTI security and non-disclosure stipulations.
- Awareness of precautions regarding handling and tracking of FTI.
- Knowledge of legal specifications and consequences for non-compliance.

**Audience:** TWC, Board, and Workforce Solutions Offices staff who work with FTI

**Cost:** None

## Information Technology (IT): Security Awareness (ITSECU)

**Type of Training:** Computer-based training

**Length of Training:** 1 hour

**Prerequisites:** None

This course is required annually for TWC employees and all persons granted access to Texas Workforce Commission applications. The course focuses on:

TWC's Information Security Standards and Guidelines manual and the requirements and responsibilities associated with it.

- Sensitivity of agency information and the actions needed to protect it.
- Respect for customer confidentiality.
- Consequences of violating requirements, responsibilities, or trust.
- Identification of information security issues.

**Audience:** TWC, Board, Workforce Solutions Offices staff, and network partners

**Cost:** None

## Insights<sup>®</sup> into Personal Effectiveness (MDPIPE)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** Completion of the online *Insights<sup>®</sup> Discovery Preference Evaluator*

Insights<sup>®</sup> is a tool that helps you understand your unique personality, including your strengths, weaknesses, communications style, and value to your team. In this introductory course, you will discover:

- Your own personal strengths and areas for development.
- The ways you are perceived by others.
- Tools and techniques for relating to others effectively.
- The specific ways your behavior changes under stress.

**Audience:** All staff

**Cost:** \$167 (includes \$76 evaluator fee)

## Insights<sup>®</sup> II: Exploring Insights (MDPIEX)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** Completion of *Insights<sup>®</sup> into Personal Effectiveness*

This course will deepen participants' understanding of their Insights<sup>®</sup> profile and its use in everyday life. Through a variety of activities and exercises, you will explore ways to:

- Balance your uses of Thinking/Feeling and Introversion/Extraversion.
- Adapt your communication style to make more powerful connections with others.
- Avoid over-relying on your strengths, and develop situational flexibility.

**Audience:** All staff

**Cost:** \$79

## Leadership in Management (MDPLDR)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

As a manager, it's easy to get caught up in day-to-day "firefighting," ensuring that your goals are met and the paperwork is submitted by the deadlines. You also have a responsibility to lead your staff. In this class, you will explore:

- The differences between management and leadership behaviors.
- How to develop and maintain your levels of leadership.
- Ways to motivate and empower your employees to achieve higher performance.
- Common mistakes managers make that can damage morale and lower motivation.

**Audience:** Managers and supervisors

**Cost:** \$79

## Lessons from the Last Lecture (MDPLEC)

**Type of Training:** Classroom

**Length of Training:** 1.5 hours

**Prerequisites:** None

After being diagnosed with terminal pancreatic cancer in 2007, Carnegie-Mellon professor Randy Pausch delivered his "Last Lecture." Its entertaining and inspiring wisdom on achieving your dreams and living your life made the video an Internet sensation. In this workshop, we will:

- View key portions of "The Last Lecture."
- Discuss ways to apply its timeless lessons to our own work and life.

**Audience:** All staff

**Cost:** None

## Microsoft Office 2010: Excellent Excel Spreadsheets for Beginners (AEXCEL)

**Type of Training:** Automated classroom

**Length of Training:** 6 hours

**Prerequisites:** None

This class will introduce participants to the basic skills needed to create and edit an Excel spreadsheet, including how to:

- Identify parts of an Excel workbook.
- Enter data in cells.
- Design an Excel worksheet with formatting.
- Use simple mathematical formulas.
- Understand and apply Section 508 Accessibility best practices.
- During this course, each participant will practice using the basic features of Excel through guided activities.

**Audience:** All staff

**Cost:** \$109

## Microsoft Office 2010: Introduction to Building Great PowerPoint Presentations (ABGPPP)

**Type of Training:** Automated classroom

**Length of Training:** 4 hours

**Prerequisites:** None

This class will introduce participants to the basic skills needed to create and edit a PowerPoint presentation. Participants will learn how to:

- Lay out a simple PowerPoint presentation.
- Apply Design Themes.
- Use the Master Slide to format a presentation.
- Insert pictures, clip art, shapes, and other graphic elements.
- Understand and apply Section 508 Accessibility best practices.
- During this course, each participant will practice using the basic features of PowerPoint through guided activities.

**Audience:** All staff

**Cost:** \$69

## Microsoft Office 2010: Microsoft Outlook Basics (AOUTBA)

**Type of Training:** Automated classroom

**Length of Training:** 4 hours

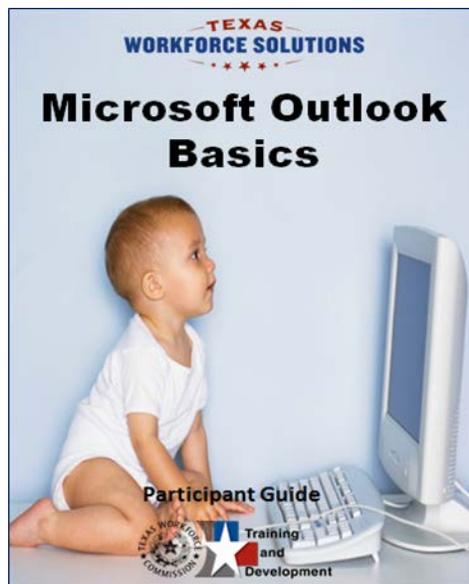
**Prerequisites:** None

This class will introduce participants to the basic skills needed to use Outlook features for daily communications for typical scheduling and email activities. During this course, each participant will practice using the basic features of Outlook through guided activities. Participants will learn how to:

- Access, create, and manage email.
- Send files by email.
- Access and read calendars.
- Create and manage appointments and contacts.
- Create and manage tasks.
- Create and manage notes.
- Understand and apply Section 508 Accessibility best practices.

**Audience:** All staff

**Cost:** \$69



## Microsoft Office 2010: Microsoft Word Basics (AWORD)

**Type of Training:** Automated classroom

**Length of Training:** 4 hours

**Prerequisites:** None

This class will introduce participants to the basic skills needed to create and edit a simple Word document. Each participant will practice using the basic features of Word through guided activities. Participants will learn how to:

- Create, open, and edit documents.
- Save documents.
- Preview and print documents.
- Share documents by attaching to email.
- Create and manage document folders.
- Understand and apply Section 508 Accessibility best practices.
- Use the Accessibility Checker to find and fix accessibility issues.

Note: See *Accessibility: Making Word Documents Accessible* for accessibility training.

**Audience:** All staff

**Cost:** \$69

## Migrant and Seasonal Farmworkers Guide (MISFRM)

**Type of Training:** Self-instruction

**Length of Training:** 3 hours

**Prerequisites:** None

The background of the subject is explored, as is the role of the Workforce Solutions staff who serve Migrant and Seasonal Farmworkers (MSFWs). This self-study guide focuses on:

- Recognizing the identifying factors of an MSFW.
- Identifying available services.
- Identifying the responsibilities of the Outreach Worker.
- Describing the Job Service Complaint Procedure for MSFWs.

**Audience:** TWC, Board, and Workforce Solutions Offices staff

**Cost:** None

## Objectivity: A Matter of Maintenance (MDPOBJ)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisites:** None

When making important decisions, it is critical to remain objective and rational. Objectivity is important because it leads to reliable, consistent, and repeatable results. But how do you maintain that objectivity when people are involved and the stakes are high? This course will show you how to:

- Distinguish between psychological and rational objectivity.
- Identify the warning signs of diminished objectivity.
- Manage attitudes, behaviors, and situations that can reduce your objectivity.
- Take strategic action to regain your objectivity.

**Audience:** All staff

**Cost:** \$54



**Suzette Kump, Beth Shaff, and Donna Miles answer Help Desk questions, ensure participants are registered for classes, and make it possible for trainers to schedule travel, ship materials, and track class attendance.**

## Performance Planning and Review (PPR) Process for Supervisors (MDPPRS)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisites:** Review of TWC Personnel Manual

Supportive, constructive feedback is critical for the performance and motivation of your employees. This workshop covers not only the PPR process for an annual review, but also how to provide objective performance assessment. In this workshop, you will learn:

- The critical elements and benefits of effective performance reviews.
- How to write accurate job descriptions and set realistic, measurable performance standards.
- Techniques for objectively assessing and documenting performance.
- The process for correctly completing the Performance Planning and Review form (P-54).
- How to use Performance Improvement Plans (P-54A) and Employee Development Plans (P-56).

**Audience:** TWC, Board, Workforce Solutions Offices supervisors, subcontractor managers, and other supervisors who use the TWC PPR materials

**Cost:** \$54



**Diana Garza-Louis trains employee and management development classes.**

## PII: Advanced Personally Identifiable Information Training: A Manager's Guide to Protect PII (ADVPII)

**Type of Training:** Computer-based training

**Length of Training:** 0.5 hour

**Prerequisites:** None

This mandatory training is a one-time only requirement for all TWC supervisors and managers. It will familiarize supervisors and managers with TWC's Privacy Policy and supervisory requirements for handling Sensitive PII. After this course, you will be able to:

- State the Texas Workforce Commission's goals and Privacy Policy for handling Sensitive PII, confidential information, and agency-sensitive information.
- Define the difference between Personally Identifiable Information (PII) and Sensitive PII.
- Identify the requirements and best practices for handling Sensitive PII, including physical security.
- Explain the requirements of managers when handling Sensitive PII.

**Audience:** TWC supervisors and managers

**Cost:** None



**Gina Cruz creates our online training, and trains employee and management development classes.**

## Presentation Skills (MDPPRE)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

For many people, making a group presentation is one of the most high-pressure, anxiety-inducing situations they can face in their work. Learn how to prepare and deliver presentations with confidence and poise. In this hands-on workshop, you will also create, deliver, and receive supportive feedback on a three- to five-minute presentation. The workshop covers:

- Ways to organize and develop your presentation.
- Techniques for dealing with nervousness.
- Effective uses of PowerPoint and other visual aids.
- Uses of your voice, body movements, and gestures to convey your message.
- What to do when things go wrong.

**Audience:** Staff who develop or deliver presentations

**Cost:** \$99

## Problem-Solving and Decision-Making Strategies (MDPPDS)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

“We cannot solve our problems with the same thinking we used when we created them.” — Albert Einstein

This course will give you the tools and techniques you need to analyze the root causes of a problem, generate innovative solutions, weigh the costs and benefits, and implement the most effective decision. In it, you will:

- Follow a nine-step problem-solving model.
- Select effective methods for both individual and group problem-solving.
- Practice with tools for analyzing problems and evaluating proposed solutions.
- Discover new techniques to jump-start your mind and generate innovative ideas.
- Identify and avoid the traps that can derail the problem-solving process.

**Audience:** All staff

**Cost:** \$79

## Project Management Basics (MDPPMB)

**Type of Training:** Classroom

**Length of Training:** 7.5 hours

**Prerequisites:** None

Taking any project from the initial idea through completed implementation requires project planning and management. This course will help you understand the fundamental concepts of project management in a non-technical and highly practical way. In it, you will:

- Determine when to use a project management method.
- Assess your own strengths as a project manager.
- Determine when to use project management concepts.
- Identify the distinct stages of project management.
- Use project management concepts in a practice class project.

**Audience:** All staff

**Cost:** \$79

## RACF (Resource Access Control Facility): Part I (RACFP1) and Part II (RACFP2)

**Type of Training:** Computer-based training

**Length of Training:** 0.5 hour each

**Prerequisites:** None

The RACF Manager's Training is mandatory training for designated RACF managers who administer user access for TWC mainframe and related applications. This training was created by the TWC Training and Development Department in partnership with the Information Technology Division. It is controlled by RACF Administration and is not available to non-RACF managers.

**Audience:** Designated RACF managers

**Cost:** None

## Rapid Process Improvement (MDPRPI)

**Type of Training:** Classroom

**Length of Training:** 7.5 hours

**Prerequisites:** None

We are entrusted by the taxpayers to do our jobs as efficiently and effectively as possible. But rather than just working harder, we can often do the job faster and better by redesigning the work process itself. Learn proven techniques to improve processes by controlling constraints, eliminating waste, and improving reliability. In this workshop, you will discover:

- How to use and integrate the tools of three Process Improvement approaches — the Theory of Constraints, Lean, and Six Sigma.
- Types of constraints that reduce process efficiency and how to control those constraints.
- Ways to identify and eliminate waste and non-value-added steps from a process.
- Techniques to improve reliability and reduce defects in your work.

**Audience:** TWC, Board, and Workforce Solutions Offices staff

**Cost:** \$79



## Rapid Process Improvement Computer-Based Training (RPI101)

**Type of Training:** Computer-based training

**Length of Training:** 0.5 hour

**Prerequisites:** None

This computer-based training gives you a basic overview of TWC's Rapid Process Improvement (RPI). This training touches on the reason for process improvement, the three philosophies used in RPI, and your role in the process. This training briefly describes how to:

- Recognize a process.
- Define the main concepts of Theory of Constraints, Lean, and Six Sigma.
- Identify your role in the process.

**Audience:** All staff

**Cost:** None

## Records Management Basic Training (RECMGT)

**Type of Training:** Computer-based training

**Length of Training:** 0.5 hour

**Prerequisites:** None

This course is mandatory for TWC Records Management Center staff and all Records Management liaisons in the agency. The course is recommended for all TWC employees, Board staff, and Workforce Solutions Offices staff. Upon completion of the course, participants will be able to:

- Define a record.
- Define records management.
- State who is responsible for managing records.
- Determine which records to keep and which to throw away.
- Review and dispose of records according to the State Records Management Laws.

**Audience:** TWC, Board, and Workforce Solutions Offices staff

**Cost:** None

## Risk Management 101 (RSKMGT)

**Type of Training:** Computer-based training

**Length of Training:** 0.5 hour

**Prerequisites:** None

This computer-based training gives a basic overview of risk management in agency operations including accounting, procurement, and asset management. The goal of risk management is to identify potential problems before they occur, and to address those problems. Participants in this course will be able to:

- Define risk management.
- Identify potential risks.
- Identify persons responsible for risk management.
- Increase awareness of risk management to help provide a safe environment for employees and the public.

**Audience:** All TWC staff

**Cost:** None

## Sexual Harassment: Recognition and Prevention (RPSHAR)

**Type of Training:** Computer-based training

**Length of Training:** 1 hour

**Prerequisites:** None

This mandatory course increases employee awareness of sexual harassment and how to prevent it. This CBT will help you answer the following questions:

- What is sexual harassment?
- What behaviors might be considered harassment?
- How can you recognize risky behaviors?
- How can you help prevent sexual harassment at TWC?
- What effects do harassment and discrimination have on people and TWC?
- What do you do if you are a possible victim of or witness to sexual harassment?
- What are the basic elements of effective harassment policies?

**Audience:** All TWC staff

**Cost:** None

## Skills Development Fund Practitioner Training (ASDFPT)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

The goal of the Skills Development Fund (SDF) program is to increase the skills and wages of the Texas workforce. This training gives participants information about the program and prepares stakeholders throughout Texas to effectively reach out to businesses that could benefit from the SDF. This class provides the information and skills to assist prospective applicants as they create and submit proposals to respond to evolving workforce training needs. The course focuses on:

- The purpose of the Skills Development Fund.
- The stakeholders in the SDF process and their roles.
- Tools and strategies to help identify candidates for SDF grants.
- Suggestions to overcome barriers and possible resistance of stakeholders.
- Success stories that highlight best practices.

**Audience:** Workforce Solutions Business Services Units, community and technical college staff, and economic development organizations

**Cost:** None

## Strategic Planning (STRPLA)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

“If you don’t know where you are going, you are certain to end up somewhere else.”  
— Yogi Berra

Strategic planning processes are structured efforts that shape and guide organizations to achieve long-range goals and objectives. Leaders who apply strategic methods are able to manage the transformation of visions, values, and priorities into measurable outputs and outcomes. This course focuses on:

- The main steps required to develop and begin implementing an effective strategic plan.
- The purposes and benefits of strategic planning.
- The main components of strategic and operational planning processes.

**Audience:** Managers and supervisors

**Cost:** \$79

## Strengths<sup>®</sup>: Enhancing Your Personal Performance (MDSTRE)

**Type of Training:** Classroom

**Length of Training:** 3.5 hours

**Prerequisites:** Completion of online assessment

Recognizing your strengths is more than acknowledging you’re good at something. This half-day training is designed to encourage employees to discover and use their top five strengths for increased productivity. This training will help employees identify and harness their natural strengths and purposefully invest their talents for increased productivity. The training will cover three areas:

- General awareness of the Strengths<sup>®</sup> concept.
- Each participant’s top five strengths.
- Specific application of those top strengths.

**Audience:** All staff

**Cost:** \$69 (includes \$9.99 evaluator fee)

## Stress Management (MDPSTR)

**Type of Training:** Classroom

**Length of Training:** 3.5 hours

**Prerequisites:** None

Work has become more and more demanding. We are expected to get more done with fewer resources and less time. How can you effectively manage your stress? In this fun, interactive course, you will:

- Learn what stress is and how it affects your body and mind.
- Identify specific triggers that cause the most stress in your life.
- Practice techniques for reducing and eliminating stress.
- Develop an action plan for managing stress and increasing relaxation in your daily life.

**Audience:** All staff

**Cost:** \$54

## Supervisory Skills Development (MDPSSD)

**Type of Training:** Classroom

**Length of Training:** 17.5 hours

**Prerequisites:** None

This two-and-a-half-day workshop provides a foundation of practical skills for new supervisors and managers. It is also an excellent refresher for more experienced supervisors and managers. The training helps you understand the many roles and responsibilities you have as you manage employees and help them develop into a high-performance team. You will explore:

- Your circle of influence as a supervisor.
- Principles of leadership as a way to empower your team.
- Techniques to motivate your employees, develop their skills, and assess their readiness for new challenges.
- Coaching as a way to improve performance.
- Mediation techniques to address problems.

**Audience:** Managers and supervisors

**Cost:** \$139

## Team Building: Working Effectively in a Team Environment (MDWETE)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

Michael Jordan once said, “There is no ‘I’ in ‘team,’ but there is in ‘win.’” So how can we “win” if we are part of a team? As a team member, you have an important role to play in building and maintaining your team’s cohesion. This course provides strategies to improve your interactions with team members, develop your roles and responsibilities, and recognize the importance of sharing and accepting other perspectives. You will:

- Identify why some discomfort is essential for learning, growth, and change.
- Discuss the different critical roles each team member plays.
- Recognize the importance of understanding team members’ intentions and intensity.
- Examine the value of sharing your perspective and acknowledging the perspective of others.
- Develop an action plan of strategies to improve your performance on a team.

**Audience:** All staff

**Cost:** \$79

## Team Building for Supervisors (MDTSPV)

**Type of Training:** Classroom

**Length of Training:** 6 hours

**Prerequisites:** Team Building: *Working Effectively in a Team Environment* is recommended

In this workshop, you will gain the tools and techniques you need to transform a group of employees into a self-motivated, high-performance team. Discover new ways to improve your team's cohesion, communication, motivation, and focus. You will learn how to:

- Recognize and remedy the most common team dysfunctions.
- Identify the qualities of an effective team leader.
- Recognize and reward employees in a cost-effective way.
- Recognize how different personalities impact team dynamics.

**Audience:** Supervisors

**Cost:** \$79

## TIERS Reference Guide Review (ATIERS)

**Type of Training:** Automated classroom

**Length of Training:** 7 hours

**Prerequisites:** Access to TIERS

The Texas Integrated Eligibility Redesign System (TIERS) gives agency staff a real-time, online system to determine eligibility and deliver benefits for Medicaid, Medicare Savings Program, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance to Needy Families (TANF) programs. To accomplish this, TIERS shares data with as many as 60 state agencies. Upon successful completion of this training course, participants will be able to:

- Effectively navigate TIERS.
- View Choices Good Cause information for individual customers.
- Search and view current and historical:
  - Summaries of case information from individual files as well as eligibility determination groups (EDGs).
  - Eligibility information from the customer's case and EDGs.
  - Benefit issuance information on the customer's case.

**Audience:** TWC, Board, and Workforce Solutions Offices staff with access to TIERS

**Cost:** \$109

## Time Management: Reclaiming Your Time (MDPRYT)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

We are constantly asked to do more in less time, but can you really do it? Are you in control of your time, or is it driving you? This workshop will give you the tools and techniques you need to take charge of your time. In it, you will:

- Identify your personal time management challenges and how to deal with each.
- Learn a seven-step process for effectively managing your time, one day at a time.
- Separate the Important from the Urgent, and learn to find time for both.
- Discover ways to organize your environment, reduce distractions, and end your battles with procrastination.

**Audience:** All staff

**Cost:** \$79

## TWIST Advanced for Supervisors and Managers (ATWASM)

**Type of Training:** Automated classroom

**Length of Training:** 14 hours

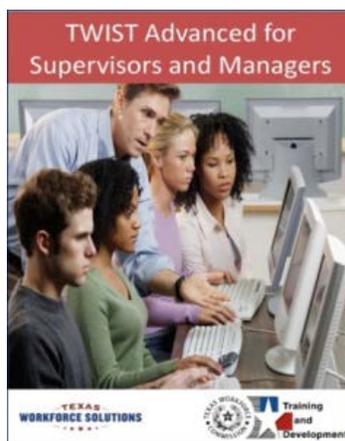
**Prerequisites:** None

This course provides critical resources, reviews Common Measures, and stresses proper entries in TWIST to impact performance. The class answers frequently asked questions, such as:

- What is the supervisor's TWIST responsibility, including giving or revoking access?
- What specific expectations must the supervisor communicate to staff concerning TWIST data entry?
- How can supervisors use Group Actions to pull a roster of customers and monitor actions taken, or actions that need to be taken, by staff?
- How does the supervisor print and filter TWIST Web Reports for specific information to monitor performance?
- Note: T&D developed this course as a time-saving measure to accommodate staff who need an overview of three classes we also offer separately: *TWIST Impact on Common Measures*, *TWIST Web Reports*, and *TWIST Group Actions*.

**Audience:** TWC, Board, and Workforce Solutions Office managers and supervisors with active TWIST sign-on permissions

**Cost:** \$129



## TWIST Child Care: Establishing Care (ATCCEC)

**Type of Training:** Automated classroom

**Length of Training:** 14 hours

**Prerequisites:** None

This training focuses on entries made by the contractor staff to establish child care for the customer. This course focuses on how to:

- Conduct an intake, determine eligibility, and create a program detail.
- Set up child care referrals.
- Document counselor notes.
- Authorize the parent share of cost.
- Waitlist customers.
- Enter absence extensions.

**Audience:** Workforce Solutions Offices staff with active TWIST sign-on permissions

**Cost:** \$129



**Mamie Meek develops and delivers specialized classes and automation classes.**

## TWIST Counselor Notes (ATWCON)

**Type of Training:** Automated classroom

**Length of Training:** 4 hours

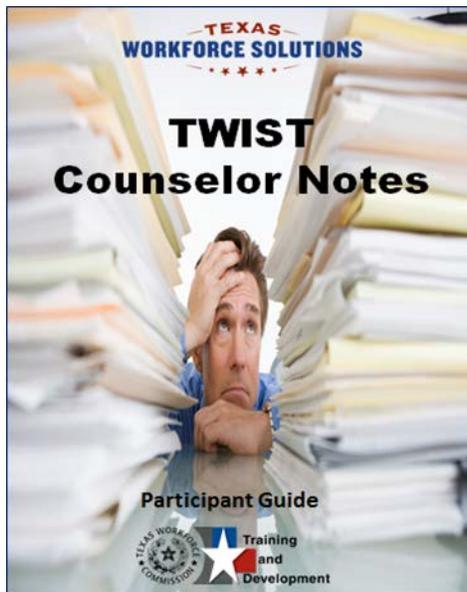
**Prerequisites:** None

This course provides staff with guidance on comprehensive documentation of services and contacts with participants, per WD Letter 06-13. Accurate service and outcome data is necessary to meet state and federal reporting requirements, and to assess the performance of the Workforce Solutions System. After this training, participants will be able to:

- Explain why proper documentation is important.
- Describe six elements of effective counselor notes.
- Explain why accurate and timely documentation is critical.
- Evaluate counselor notes for clarity and accuracy.

**Audience:** TWC, Board staff, Workforce Solutions Offices managers and supervisors with active TWIST sign-on permissions

**Cost:** \$79



## TWIST for New Hires (ATWNHR)

**Type of Training:** Automated classroom

**Length of Training:** 14 hours

**Prerequisites:** None

The Workforce Information System of Texas (TWIST) integrates all customer information into one centralized database. This course covers the fundamentals you need to collect customer data, determine customer benefits, and manage your cases. You will explore the TWIST system and learn how to:

- Conduct a thorough intake.
- Determine program eligibility for customers.
- Create a program detail.
- Enter customer services.
- Document your counselor notes.
- Decide which actions to take on future customer visits.
- Document customer outcomes.

**Audience:** Board and Workforce Solutions Offices staff with active TWIST sign-on permissions

**Cost:** \$129

## TWIST Group Actions (AATWGA)

**Type of Training:** Automated classroom

**Length of Training:** 7 hours

**Prerequisites:** *TWIST for New Hires* or *TWIST Intermediate* recommended

Managing many customers can be challenging. *TWIST Group Actions* gives you tools to identify needs and conduct outreach for large groups of customers. You will practice using Group Actions through instructor-led demonstrations and hands-on exercises, and learn how to:

- Identify customers for outreach and schedule a mailing to them by using Scheduler/Outreach.
- Customize outreach letters with Letter Editor.
- Set up events for group activities in Scheduler.
- Create event rosters and track attendance.
- Identify non-compliant customers.

Note: Additional specific topics may also be covered based on your group's needs. Please discuss with the instructor in advance.

**Audience:** TWC, Board, and Workforce Solutions Offices staff with access to TWIST

**Cost:** \$109

## TWIST Impact on Common Measures (ATWICM)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

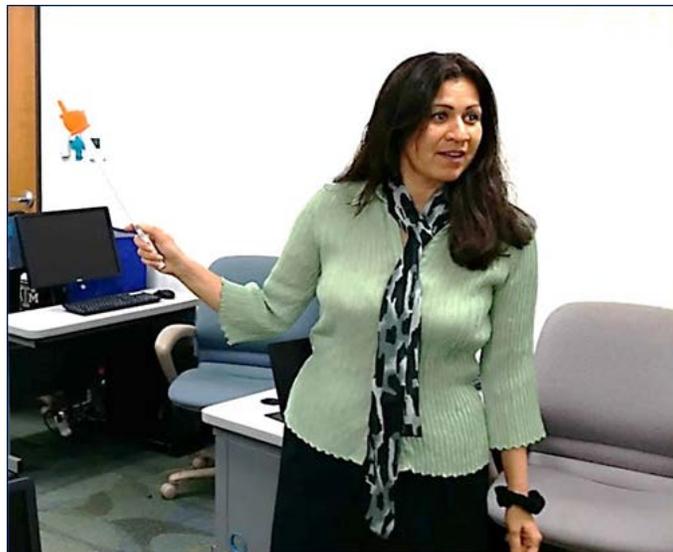
Participants identify Common Measures for Adults and Workforce Investment Act (WIA) Youth and understand the calculation formulas. Participants will complete validation exercises that test for understanding. The course focuses on: Adult measures and WIA Youth measures.

- Educational achievement.
- Critical TWIST entries that determine whether the customer is in the denominator, and entries (outcomes) that determine whether the customer is in the numerator.

Note: WIOA changes will replace WIA information as soon as changes are confirmed.

**Audience:** TWC, Board, and Workforce Solutions Offices staff, managers and supervisors with active TWIST sign-on permissions

**Cost:** \$109



**Margarita Balderas develops and delivers automation classes**

## TWIST Intermediate (ATWINT)

**Type of Training:** Classroom

**Length of Training:** 14 hours

**Prerequisites:** *TWIST for New Hires*

Take your TWIST skills to the next level with hands-on practice based on program scenarios. In this course, you will learn how to use TWIST to:

Assess needs and determine eligibility.

- Track funding streams, participation, and supportive services.
- Enter verification information.
- Document counselor notes.
- Track educational, training, and employment outcomes.
- Provide follow-up services.

Note: Training is customized with specific scenarios, with options that include Choices, SNAP E&T, WIA Adult, WIA Dislocated Worker, or WIA Youth. Please discuss your needs with the instructor in advance. (WIOA changes will replace WIA information as soon as changes are confirmed.)

**Audience:** Workforce Solutions Offices frontline staff and Board staff with TWIST access

**Cost:** \$129

## TWIST Overview (ATWBOV)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisites:** None

This course provides a brief, high-level overview of The Workforce Information System of Texas (TWIST) for those who work with TWIST users but do not need hands-on experience themselves. Topics covered include:

- Accessing the TWIST application.
- Locating information in customer records.
- Security measures.

**Audience:** Board staff, managers, and others who do not need hands-on skills with TWIST

**Cost:** \$79

## TWIST Web Reports (ATWRPT)

**Type of Training:** Automated classroom

**Length of Training:** 7 hours

**Prerequisites:** TWIST access

Workforce staff learns how to navigate, run, and retrieve the TWIST reports to help in the management and performance measurements of TWC-administered programs. The course focuses on:

- Locating, opening, and navigating TWIST reports on the Internet.
- Creating report templates.
- Creating original and resubmitted reports.
- Viewing, printing, saving, and downloading reports and extracts.
- Creating macros in Excel to help download extracts.

**Audience:** Workforce Solutions Offices staff who have an active TWIST user ID, password, and query rights to TWIST Reports

**Cost:** \$109



**Mike Green develops and trains automation classes.**

## Veterans' Preference Training (VETPRF)

**Type of Training:** Computer-based training

**Length of Training:** 0.5 hour

**Prerequisites:** None

This computer-based training is a one-time only requirement for all supervisors and staff involved in the employee selection process. TWC selecting authorities must complete this Veterans' Preference CBT before posting new job vacancy notices. This training provides information to help staff involved in the selection process understand:

- The TWC hiring process for veterans.
- Who qualifies as a veteran.
- Veteran entitlements.
- New responsibilities of selecting authorities in the complaint appeal process.

**Audience:** TWC selecting authorities

**Cost:** None

## Workers' Compensation Health Care Network Training (WCHCN)

**Type of Training:** Computer-based training

**Length of Training:** 0.5 hour

**Prerequisites:** None

This computer-based training is a one-time-only requirement for all TWC employees. It provides information about TWC's workers' compensation insurance carrier, the State Office of Risk Management (SORM), which partners with a Workers' Compensation HealthCare Network (HCN), known as the Injury Management Organization (IMO) Med-Select Network. Access this training on the [Intranet](http://intra.twc.state.tx.us/intranet/train/html/course_twc_mandatory.html) at [intra.twc.state.tx.us/intranet/train/html/course\\_twc\\_mandatory.html](http://intra.twc.state.tx.us/intranet/train/html/course_twc_mandatory.html).

**Audience:** All TWC employees

**Cost:** None

## Workforce: Facilitating Workforce Orientation for Applicants (PWOA)

**Type of Training:** Classroom

**Length of Training:** 6 hours

**Prerequisites:** None

Workforce Orientation for Applicants (WOA) — so much information, so little time, so many different applicants! This workshop will give you the creative ideas and innovative tools you need to enhance your Workforce Orientation for Applicants (WOA) presentations. Topics covered include:

- Five key concepts to emphasize in your presentation.
- Effective presentation skills, including dealing with disruptive participants.
- Developing a “Work First” mindset with your applicants, instead of just focusing on TANF (Temporary Assistance for Needy Families) certification, and the benefits of employment versus TANF.
- Services available to all Workforce Solutions Offices customers, not just those applying for TANF.

**Audience:** Workforce Solutions Offices staff, including WOA presenters

**Cost:** \$79

## Workforce: Texas Workforce System Orientation — An Introduction to Texas Workforce Solutions (PTWSOR)

**Type of Training:** Classroom

**Length of Training:** 7 hours

**Prerequisites:** None

This course expands on and provides a more in-depth look at the information provided in *Workforce 101*. It covers specific programs and services offered within Texas Workforce Solutions, as well as labor market and career exploration tools available for staff and customers using Workforce Solutions Offices services. The topics include:

- Texas Legislation of the One-Stop System.
- The major components and local structure of the workforce system.
- Business and job seeker tools available in Workforce Solutions Offices.
- An integrated service approach to delivering multiple programs.
- Agency and staff support systems.

**Audience:** TWC, Board, and Workforce Solutions Offices staff

**Cost:** \$79

## Workforce 101: An Introduction to Texas Workforce Solutions (PWF101)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisites:** None

This course is an introductory overview of the components and structure of the Texas Workforce System. It briefly covers the various federal, state, and local workforce programs, and how to integrate them to provide quality customer service. Topics covered include:

- Texas Legislation of the One-Stop System.
- The major components and local structures of the workforce system.
- An integrated service approach to delivering multiple programs.
- Agency and staff support systems.

**Audience:** TWC, Board, and Workforce Solutions Offices staff

**Cost:** \$54

## WorkInTexas.com: Introduction to WorkInTexas.com (AWKITW)

**Type of Training:** Automated classroom

**Length of Training:** 14 hours

**Prerequisites:** None

WorkInTexas.com matches qualified job seekers with employer opportunities. In this workshop, you will gain hands-on experience with the WorkInTexas.com features that Workforce Solutions Offices staff use to help job seekers and employers. Topics include how to:

- Apply terms, business concepts, and program features to correctly and efficiently operate the WorkInTexas.com website.
- Provide help to employers in searching for, locating, and matching the most qualified candidates to their job openings posted on WorkInTexas.com.
- Guide job seekers in the effective use of WorkInTexas.com website features, enabling them to create and post an online resume, search job postings, and find job openings that best match their qualifications.

**Audience:** TWC, Board, and Workforce Solutions Offices staff

**Cost:** \$129



**Dr. Tom Garney develops and delivers automation training. He enjoyed visiting the South Texas Mobile Workforce Center in Laredo.**

## WorkInTexas.com: Training for State Agency Human Resources Staff (AWITHR)

**Type of Training:** Automated classroom

**Length of Training:** 7 hours

**Prerequisites:** None

WorkInTexas.com matches qualified job seekers with employer opportunities. This workshop provides state agency human resources users with skills needed to manage employer accounts and use the employer features of WorkInTexas.com.

Learn how to:

- Create quality job postings.
- Match job seekers to job requirements and analyze the match results.
- Contact job seekers and post the contact results.

**Audience:** State agency human resources staff

**Cost:** \$109

## Writing Standard Operating Procedures (TWCSOP)

**Type of Training:** Classroom

**Length of Training:** 4 hours

**Prerequisites:** None

You face many challenges when writing a Standard Operating Procedure (SOP). How do you cover all the steps without getting bogged down by details? How do you make it clear enough for anybody to follow, but also keep it flexible for future modifications? This engaging and interactive workshop covers:

- Separating policies from procedures.
- The four steps of SOP development.
- The four writing format choices.
- Word choices that clarify meaning.

**Audience:** All staff

**Cost:** \$54

The page features a light beige background with a large, faint, circular watermark in the center. The watermark consists of a series of concentric circles and a central star-like shape. In the top-left and bottom-right corners, there are clusters of colorful, multi-pointed stars in various colors including red, blue, green, yellow, and purple. The stars are arranged in a way that they appear to be trailing or radiating from the corners.

# Training Resources

# Training Resources

Our Training Resources section includes additional services we provide, specialized training, and classes we recommend for staff in specific situations. For additional information on classes listed in this section, please refer to the Course Descriptions.

## Career Schools and Colleges Representative Training

To comply with statute and Texas Workforce Commission (TWC) rule, career school or college staff who solicit or enroll students must first be registered as a representative with TWC and must pass this computer-based course. This course covers the laws and rules on representatives, admissions, advertising, and solicitation and admission of students. The course is designed for all school and college representatives who are registered or wish to register with TWC. Contact TWC Career Schools and Colleges staff for instructions on accessing this course. [Email](mailto:career.schools@twc.state.tx.us) them at [career.schools@twc.state.tx.us](mailto:career.schools@twc.state.tx.us) or call (512) 936-3100, or toll free (866) 256-6333, option 1.

## Conference and Meeting Presentations

T&D presentation services provide a wide variety of timely and relevant topics for your conference or meeting. Our experienced presenters use effective techniques to engage the audience and provide useful information, tools, and techniques on many topics. Presentations are usually one- to two-hours long, and include, but are not limited to:

**Human Dynamics:** Dealing with Difficult People, Stress Management, Collaborative Leadership, Enhancing Communication Skills, and Time Management.

**Management:** Engaging Employees, Transitional Leadership, and Generational Gaps in the Workforce.

**Training Trainers:** Processing Games in Three Easy Steps, Meeting Audience Needs, and Introversion and Extraversion in the Classroom.

**Workforce:** Roles and Responsibilities of the Workforce System and Integrated Services.

## Facilitation Services

T&D facilitation services promote involvement and high performance from individuals attending your next meeting, workgroup, or retreat. Our experienced facilitators use effective techniques to manage group dynamics and guide participants to focus on common issues, develop mutual understanding, and create consensus. Participants walk out of the door with action plans, often amazed at how much they accomplished. Let us help you succeed in making your next meeting the most effective and productive ever.

## Management: Core Courses (recommended)

The courses on this page are highly recommended for management and represent the core training considered necessary for leading and managing staff successfully.

### **EEO: Anti-Discrimination Law for Supervisors**

Enhances awareness of discriminatory practices in the workplace for non-TWC supervisors.

### **EEO: Equal Employment Opportunity Policies for TWC Supervisors**

Covers federal and state laws regarding equal employment opportunity and how it affects you as a TWC supervisor.

### **Employee Development**

Supports your responsibility to develop and train your employees effectively.

### **Employee Engagement: A Supervisor's Playbook**

Helps supervisors increase their employees' engagement and create the type of workplace that attracts and retains talented, engaged employees.

### **Employee Selection: A Management Guide to the Hiring Process**

Helps supervisors understand how to hire smart, manage responsibilities as a selecting authority, use appropriate TWC forms, and successfully navigate the interviewing and selecting process.

### **Insights© into Personal Effectiveness**

Provides information and skills practice training using the Insights© Evaluator to learn more about understanding yourself, understanding others, and developing usable interpersonal and communication strategies.

## Management: Core Courses (continued)

### **Leadership in Management**

Covers defining leadership, managing with leadership, components and levels of leadership, leadership styles, and communication.

### **Performance Planning & Review (PPR) Process for Supervisors**

Helps supervisors understand the TWC Performance and Planning Review process, and the leadership opportunity that performance reviews offer.

### **Supervisory Skills Development**

Provides a practical approach to employee supervision, including roles and responsibilities of supervision, situational leadership, employee readiness levels, communication, motivation, team building, and time management.

## Management: Additional Courses (recommended)

The following courses are also strongly suggested for management; they are designed to provide additional skills and support for management.

### **Change Management: Managing Transition**

Focuses on the leader's role during transition, while working through the changes to a new beginning.

### **Customer Service for Management**

Emphasizes the importance of management creating a work environment that promotes outstanding customer service.

### **Facilitation Skills for Meetings**

Learn about meeting facilitation skills and guidelines for being an effective facilitator.

### **Generational Differences: Managing Across Generations**

Explores implementation of new strategies in communication and employee relations using the M.E.E.T model, along with an assessment for management in a generationally diverse workplace.

### **Insights II: Exploring Insights©**

Gives a review of Insights© energies, an awareness of how energies impact strengths, how overused strengths become weaknesses, and communication tips.

### **Objectivity: A Matter of Maintenance**

Provides ways to make objective, rational decisions when people are involved and the stakes are high.

### **Presentation Skills**

Provides opportunity to practice techniques to deal with nervousness, identify characteristics of an effective presentation, create appropriate and meaningful activities, use appropriate visual aids, and conduct a brief videotaped presentation.

## Management: Additional Courses (continued)

### **Project Management Basics**

Covers stages of project management using project management concepts on your actual work project, accessing your organization's readiness for project management, and assessing yourself as a project manager.

### **Team Building for Supervisors**

Helps supervisors understand dynamics of team building, and the importance of initiating activities to improve group performance and address individual strengths.

## Mandated Training for TWC

The Texas Workforce Commission requires TWC and Workforce Solutions employees to participate in certain mandatory training classes. Some training is mandatory for all TWC employees, and some is mandatory for specific employees, depending on the type of work they do. For example, Board members, Board staff, Workforce Solutions Offices staff, and certain partner staff may need job-specific mandatory training. Most mandatory courses can be accessed online by going to our TWC [Intranet](http://intra.twc.state.tx.us/intranet/train/html/course_twc_mandatory.html), [http://intra.twc.state.tx.us/intranet/train/html/course\\_twc\\_mandatory.html](http://intra.twc.state.tx.us/intranet/train/html/course_twc_mandatory.html). Exceptions are noted in course descriptions.

### **Americans with Disabilities Act (ADA) Overview and Amendments Act of 2008 for Supervisors (ADA09)**

This computer-based training is a one-time-only requirement for all TWC supervisors and managers. This training provides a review of the fundamental aspects of the ADA of 1990 as it relates to employment. It explains the 2008 ADA Amendments Act, effective January 1, 2009, which broadens the definition of “disabled.” The training describes how the amendment may impact people at TWC and how we provide accommodations.

### **Board Orientation: New Board Member Orientation (PBONBM)**

This training is required for all new Board members within 90 days of their appointment. The materials included in this training provide resources to help new Board members become more effective members of their local Workforce Board.

### **Continuity of Operations Planning (TWCOOP)**

This computer-based training is a one-time only requirement for all TWC employees. The training will familiarize staff with the TWC Continuity of Operations Plan (COOP), and prepare them to respond to any emergency, business interruption, or disaster.

### **Customer Complaint Resolution Training (ACCRT)**

This computer-based training is a one-time only requirement for all TWC employees. Customer Relations and the Training and Development Department collaborate to provide ongoing training with information about Customer Relations Complaint Handling and Resolution Policies and Procedures.

## Mandated Training for TWC (continued)

### Equal Employment Opportunity (EEO) Training

**One** class from this group of classes is required biennially. You may take any one of the following training courses to meet the two-year EEO requirement.

**EEO: Anti-Discrimination Law for Supervisors (SUPDIS)** is classroom training for non-TWC supervisors. It enhances awareness of discriminatory practices in the workplace.

**EEO: Diversity, EEO, and Discrimination Prevention (DIVEEO)** is computer-based training designed to increase TWC employee awareness and promote mutual understanding, sensitivity, and respect among employees.

**EEO: Diversity in the Workplace: A Focus on Communication and Behaviors (EODWP)** is classroom training designed to help build a workplace that respects and supports people of all cultures and backgrounds. Staff will learn how to recognize different types of discrimination, harassment, and other unwelcome behaviors, and the damaging impact of stereotypes and biases on teamwork and morale.

**EEO: Equal Employment Opportunity Policies for TWC Supervisors (SUPEEO)** is classroom training for TWC supervisors. This class covers federal and state laws pertaining to all aspects of employment discrimination.

**EEO: Overview and Harassment Prevention (EEOHAR)** is classroom training that provides an overview of EEO law and its application in the work environment.

**Sexual Harassment: Recognition and Prevention (RPSHAR)** is computer-based training which provides Employment Discrimination Training and includes supplemental EEO information.

## Mandated Training for TWC (continued)

### **Ethics: Making Ethical Decisions (ETHDEC)**

This computer-based training is a one-time-only requirement for all TWC employees. This training familiarizes employees with a number of tools and resources as guides in making ethical work-related decisions.

### **Family Education Rights and Privacy Act (FERPA)**

This computer-based training is required for staff who work in or oversee programs in Texas that are funded by the Adult Education and Family Literacy Act. It provides an overview of the rules and regulations associated with the Family Educational Right and Privacy Act (FERPA) and practical applications for adult educational programs.

### **Family Violence as it Affects Employment (PFAMVI)**

Texas House Bill 1175 requires Boards to provide no less than four hours of training regarding family violence for staff who:

- Provide information to customers seeking or receiving financial assistance.
- Recommend or grant waivers or modifications.
- Recommend or impose sanctions for non-cooperation or non-compliance.
- Assess employment readiness.
- Provide employment planning or employment retention services.

This course meets HB1175 requirements. Please refer to the catalog course description for additional details. To schedule this half-day training, contact Training and Development at (512) 463-3029, or by [email](mailto:training.development@twc.state.tx.us) at [training.development@twc.state.tx.us](mailto:training.development@twc.state.tx.us).

Boards may use other training curriculum if it meets the requirements of the Texas Human Resources Code §31.0322. Reference: WD 21-09 Mandatory Training on the Impact of Family Violence.

### **Fraud Prevention and Detection (FRAUD)**

This computer-based training is required annually for all TWC employees, Board, and Workforce Solutions Offices staff, in compliance with Executive Order RP36. This CBT covers basic fraud prevention, detection, and reporting policies and procedures for TWC and Board staff.

## Mandated Training for TWC (continued)

### **Information Technology (IT) IRS Information Security (AIRSIS)**

IRS Information Security computer-based training is required annually for employees whose work has the potential for exposure to Federal Tax Information (FTI). FTI is defined as tax information such as 1099 data that originates from the Internal Revenue Service tax records. This training requirement includes TWC employees, Workforce Solutions Offices staff, and vendors whose responsibilities include exposure to FTI.

Supervisors should review the responsibilities and tasks of employees under their supervision to determine whether their employees are required to take the training. If the training is required, supervisors should ensure their employees take the training in a timely manner and remain current. You can access the [training link](http://intra.twc.state.tx.us/intranet/train/cbt/airsis/index.html) at <http://intra.twc.state.tx.us/intranet/train/cbt/airsis/index.html>.

### **Information Technology (IT) Security Awareness (ITSECU)**

This computer-based training is required annually for all TWC, Workforce Development Boards, and Workforce Solutions Offices staff, as stipulated by the Texas Administrative Code and the TWC Information Security Standards and Guidelines. This training also fulfills the contractual agreement for external data users.

### **Migrant and Seasonal Farmworkers (MISFRM)**

This training is required annually for local offices, and semi-annually for all designated MSFW offices. [Download](#) a copy of the guide at [http://intra.twc.state.tx.us/intranet/train/docs/msfw\\_self\\_%20studyguide.pdf](http://intra.twc.state.tx.us/intranet/train/docs/msfw_self_%20studyguide.pdf).

### **New Employee Orientation Computer-Based Training (HRNEO)**

This computer-based training is required of each new employee within 30 days of hire or rehire. [Access this course](#) at [http://intra.twc.state.tx.us/intranet/hr\\_neo/newempe\\_index.html](http://intra.twc.state.tx.us/intranet/hr_neo/newempe_index.html).

## Mandated Training for TWC (continued)

### **PII: Advanced Personally Identifiable Information Training: A Manager's Guide to Protect PII (ADVPII)**

TWC's computer-based Advanced Personally Identifiable Information Training is a one-time only requirement for all TWC supervisors and managers. This training will familiarize supervisors and managers with TWC's Privacy Policy and supervisory requirements when handling Sensitive PII. [Access the training](https://www.softchalkcloud.com/lesson/serve/FIj1Hv6U4pZqfT/html) at <https://www.softchalkcloud.com/lesson/serve/FIj1Hv6U4pZqfT/html>.

### **RACF: Resource Access Control Facility: RACF Part I (RACFP1) and RACF Part II (RACFP2)**

The computer-based RACF Manager's Training is a mandatory training for designated RACF managers who administer user access for TWC mainframe and related applications. This training is controlled by RACF Administration and is not available to non-RACF managers.

### **Records Management Basic Training (RECMGT)**

This computer-based training is mandatory for TWC Records Management Center staff and all Records Management Liaisons in the agency, and is recommended for all TWC employees, Board staff, and Workforce Solutions Offices staff.

### **Veterans' Preference Training (VETPRF)**

This computer-based training is a one-time only requirement for all supervisors and staff involved in the employee selection process. Selecting authorities must complete the Veterans' Preference CBT before posting new job vacancy notices. This training provides information to help the selecting authority understand Veterans' Preference, how to apply the preference in the hiring process, and the new responsibilities that selecting authorities have regarding the complaint appeal process.

### **Workers' Compensation Health Care Network Training (WCHCN)**

This computer-based training is a one-time-only requirement for all TWC employees. It provides information about TWC's workers' compensation insurance carrier, the State Office of Risk Management (SORM), which partners with a Workers' Compensation HealthCare Network (HCN), known as the Injury Management Organization (IMO) Med-Select Network.

## Podcasts

[Podcasts](http://intra.twc.state.tx.us/intranet/train/html/webcasts.html) provide additional information on a wide variety of subjects. They are located at <http://intra.twc.state.tx.us/intranet/train/html/webcasts.html>.

### Audio Podcasts:

- [10 Characteristics of an Effective Team](#)
- [15 Minutes of Planning and Prioritizing Podcast](#)
- [Business Writing — It's Not Your Grandmother's Style of Writing!](#)
- [Communicating with Difficult People through Listening](#)
- [Critical Thinking Audio Podcast](#)
- [Critical Thinking, Part 2 Audio Podcast](#)
- [Diffusing Anger Podcast](#)
- [How to Speak with Difficult People](#)
- [Learning to Listen Audio Podcast](#)
- [Project Management: Planning and Executing Audio Podcast](#)
- [Project Management Podcast](#)
- [Stress Management Podcast](#)
- [Tips for Making Successful Referrals Audio Podcast](#)

### Webinar Recordings:

- [Business Service Unit \(BSU\) Training](#)
- [Crisis Intervention and Compassion Fatigue](#)
- [Making Healthy Choices Wellness Series](#)

### New Board Member Orientation Video Podcasts:

- [New Board Member Orientation](#)

## Quality Assurance Network (QAN) Online Monitoring Toolkits

This user-friendly website provides a foundation of resources and documents related to policy, program operations, technical assistance, and best practices for monitors in Texas Workforce Solutions Offices. It results from the ongoing collaboration of the Quality Assurance Network (QAN) and the TWC Training and Development Department. The toolkits require RACF access to the TWC [Intranet](http://intra.twc.state.tx.us/intranet/train/html/qan_monitoring_toolkit_homepage.html) at [http://intra.twc.state.tx.us/intranet/train/html/qan\\_monitoring\\_toolkit\\_homepage.html](http://intra.twc.state.tx.us/intranet/train/html/qan_monitoring_toolkit_homepage.html).

The online monitoring toolkits include the following areas of services:

- Choices.
- Child Care.
- Integrated Processes.
- Non-Custodial Parent.
- Performance Measures.
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T).
- Technical Assistance.
- TWC Guidelines for Board Monitoring.
- Workforce Investment Act (WIA).

The materials on the QAN website are useful for TWC, Board, and Workforce Solutions Office staff.

## Team Development Services

T&D team development services offer customized team development events for large and small teams. Team development for large events such as retreats and annual meetings may include activities around effective team membership, team leadership, or team building.

Supervisors may also request team development for their teams. For small teams, in addition to the activities already listed, T&D can include Shared Development Through Insights©. This activity is available as a team development event for small teams whose members have attended the Insights© into Personal Effectiveness training.

## TWC Safety and Health Program

TWC personnel who perform certain types of work may be required to attend specific, job-related safety training. The TWC Intranet site provides a wide variety of safety and health information for staff, including Additional Duty Safety Officers (ADSOs), staff who drive agency vehicles, and staff who work in areas that could contain hazardous chemicals.

Basic information for all [TWC Safety and Health Programs](http://intra.twc.state.tx.us/intranet/phss/html/safetyprogram_home.html) is available at [http://intra.twc.state.tx.us/intranet/phss/html/safetyprogram\\_home.html](http://intra.twc.state.tx.us/intranet/phss/html/safetyprogram_home.html).

Contact Raoul Mann, TWC Safety Officer, by [email](mailto:raoul.mann@twc.state.tx.us) at [raoul.mann@twc.state.tx.us](mailto:raoul.mann@twc.state.tx.us) for specific training recommendations or requirements.

Some of the specialized safety and health programs listed on the website include:

### **Additional Duty Safety Officer (ADSO)**

TWC ADSOs are staff who are responsible for helping management implement the Occupational Safety and Health Program (OSHP) in their areas of responsibility.

### **Driving Safety Program**

All TWC staff who drive agency vehicles are required to complete the TWC Driver Safety Plan once each year.

## TWC Safety and Health Program (continued)

### TWC Hazard Communications (HazCom) Procedures Act

Section 5 02.009(f) of the Texas Hazard Communication Act requires all new employees to receive training before the employee works with or in a work area containing a hazardous chemical. This training defines the various parts of the act and provides core training and hands-on training when necessary. Training includes hazard determination, written communication, labels, and other forms of warnings, and general information for employees.

**Note:** Employees in administrative positions such as accounting personnel do not have an occupational exposure to hazardous materials or chemicals, and do not come under the provisions of the HazCom Act. Routine daily encounters with household and office materials do not pose a risk unless materials are deliberately abused.

The TWC Safety Officer will consult with management concerning those few occupations in which employees might be exposed to hazardous materials, and assist management to implement applicable portions of the HazCom Act.

## Web Conferencing Services

The Training and Development Department offers Web conferencing services through Adobe Connect® that can help you:

- Increase productivity.
- Work smarter.
- Ensure customer satisfaction.
- Reduce costs.

Adobe Connect® provides the tools and flexibility needed to improve statewide communications, enrich collaboration, and decrease the need for travel across the workforce system. Optimize Web conferencing to meet specific business needs with hands-on event management and client and training services. TWC Training and Development administers this system and provides a demonstration of Web conferencing.

## Workforce Development Comprehensive Guides

[All guides](http://www.twc.state.tx.us/partners/workforce-policy-guidance) can be found on the Internet at [www.twc.state.tx.us/partners/workforce-policy-guidance](http://www.twc.state.tx.us/partners/workforce-policy-guidance).

The Comprehensive Guides provide workforce program information for TWC, Board, and Workforce Solutions staff. They are periodically taken offline for revisions.

### **Choices: A Comprehensive Guide**

The Choices guide provides statewide policy and resources for operational guidance and oversight of services. It also contains learning components to reinforce key concepts. The purpose of this guide is to provide:

- Information about Choices policies and procedures.
- Guidance and instruction for helping applicants, recipients, conditional applicants, sanctioned families, and former recipients of the Choices program to prepare for, obtain, and retain employment, and meet their child support obligations.

Audience: TWC, Board, and Workforce Solutions Offices staff

### **Employment Service (ES) Guide**

The Employment Service guide provides statewide policy and resources for operational guidance and oversight of employment services. It contains components to reinforce learning and to support key concepts. The purpose of this guide is to provide:

- Information about Employment Service policies and procedures.
- Guidance and information on performance measures and available reports.

Audience: TWC, Board, and Workforce Solutions Offices staff

### **Integration of Trade Services for Dislocated Workers: A Comprehensive Guide**

The trade guide provides statewide policy and resources for operational guidance and oversight of services. It contains components to reinforce learning and support key concepts. The purpose of the trade guide is to:

## Workforce Development Comprehensive Guides (continued)

- Enable the Texas workforce system to fully integrate the Dislocated Worker and Trade Adjustment programs into the service delivery mix of the Workforce Solutions Offices.
- Alert Unemployment Insurance (UI) Tele-center staff to fully advise trade-affected, dislocated workers applying for UI about the work search requirements for Trade Readjustment Allowances (TRA), and to refer the workers to their local Workforce Solutions Offices to conduct job search activities for suitable employment.
- Provide information to Local Workforce Development Board (LWDB) and Workforce Solutions Offices staff about Rapid Response and Orientation to Trade Services and the requirement to co-enroll, and to register trade-certified dislocated workers into services that address barriers to reemployment.
- Demonstrate strategies for leveraging state and federal funding sources to maximize services to these workers.

Audience: TWC, Board, and Workforce Solutions Offices staff

### **Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) Guide**

The SNAP E&T guide provides statewide policy and resources for operational guidance and oversight of services, and contains learning components to reinforce and support key concepts. The purpose of this guide is to provide:

- Information about SNAP E&T policies and procedures.
- Guidance and instructions for assisting recipients of Food Stamps to prepare for, obtain, and retain employment.

Audience: TWC, Board, and Workforce Solutions Offices staff

### **Workforce Investment Act (WIA) Guides**

This site includes:

- Layoff Aversion Guide.
- WIA Eligibility Guidelines.

Note: Workforce Innovation and Opportunity Act (WIOA) materials will be available at this site as they become available.

Audience: TWC, Board, and Workforce Solutions Offices staff

The page features a light beige background with a large, faint, circular watermark in the center. The watermark consists of a series of concentric circles and a central star-like shape. In the top-left and bottom-right corners, there are clusters of colorful, multi-pointed stars in various colors including red, blue, green, yellow, and purple. The stars are arranged in a way that they appear to be part of a larger, faint circular pattern that matches the watermark.

# Training Price List

# Training Price List

Course	Cost
Accessibility: Making Word Document Accessible	\$109
Business Services	\$119
Business Writing Streamlined	\$79
Business Writing: Grammar Streamlined for Business Writing	\$54
Business Writing: Writing Effective Email	\$54
Case Management	\$79
Case Management: Managing Case Managers	\$79
Change Management: Managing Transition for Supervisors	\$54
Change Management: Transitional Motivation	\$54
Communication Skills	\$79
Confident Communication	\$54
Conflict Management Strategies	\$79
Covey: Learning the 7 Habits of Highly Effective People	\$79
Covey: Living the 7 Habits of Highly Effective People (price includes a \$216 Covey materials package)	\$336
CPR, AED, and First Aid Training	\$54
Critical Thinking: Becoming a Fair-Minded Thinker	\$54
Customer Service	\$79
Customer Service for Managers	\$54
Dealing with Difficult People	\$54
Disabilities: Access for All — Serving Customers with Disabilities in Texas Workforce Solutions Offices	\$79
EEO: Anti-Discrimination Law for Supervisors	\$79
EEO: Diversity in the Workplace	\$54
EEO: Overview and Harassment Prevention	\$39

Course	Cost
Emotional Intelligence: Making Better Connections	\$54
Employee Development	\$79
Employee Engagement: The Secret to Being an Engaged Employee	\$54
Employee Engagement: A Supervisor's Playbook	\$79
Employee Selection: A Management Guide to the Hiring Process	\$54
Facilitation Skills for Meetings	\$54
Family Violence as It Affects Employment	\$54
Generational Differences: Managing Across Generations	\$54
Generational Differences: Working with Generational Differences	\$54
InfoMaker Basics for The Workforce Information System of Texas (TWIST) Ad Hoc Reports	\$159
Insights© into Personal Effectiveness (includes \$76 evaluator fee)	\$167
Insights© II: Exploring Insights©	\$79
Leadership in Management	\$79
Excellent Excel Spreadsheets for Beginners	\$109
Introduction to Building Great PowerPoint Presentations	\$69
Microsoft Outlook Basics	\$69
Microsoft Word Basics	\$69
Objectivity: A Matter of Maintenance	\$54
Performance Planning and Review (PPR) Process for Supervisors	\$54
Presentation Skills	\$99
Problem-Solving and Decision-Making Strategies	\$79
Project Management Basics	\$79
Rapid Process Improvement	\$79
Strategic Planning	\$79
Strengths©: Enhancing Your Personal Performance (Includes \$9.99 evaluator fee)	\$69

Course	Cost
Stress Management	\$54
Supervisory Skills Development	\$139
Team Building: Working Effectively in a Team Environment	\$79
Team Building for Supervisors	\$79
TIERS Reference Guide Review	\$109
Time Management: Reclaiming Your Time	\$79
TWIST Advanced for Supervisors and Managers	\$129
TWIST Child Care: Establishing Care	\$129
TWIST Counselor Notes	\$79
TWIST for New Hires	\$129
TWIST Group Actions	\$109
TWIST Impact on Common Measures	\$109
TWIST Intermediate	\$129
TWIST Overview	\$79
TWIST Web Reports	\$109
Workforce: Facilitating Workforce Orientation for Applicants	\$79
Workforce: Texas Workforce System Orientation — An Introduction to Texas Workforce Solutions	\$79
Workforce 101: An Introduction to Texas Workforce Solutions	\$54
WorkInTexas.com: Introduction to WorkInTexas.com	\$129
WorkInTexas.com: Training for State Agency Human Resources Staff	\$109
Writing Standard Operating Procedures	\$54