

OBJECTIVE:	TIME:	LEARNING:
<p>To ensure that staff are fully informed of the activities and services in the Skills Function.</p> <p>Understand the Product Box by:</p> <ul style="list-style-type: none"> • Ensuring staff is fully informed of activities and services in the Skills Function. • Helping job seekers with skill development and improvement to get a job. • Keeping job seekers engaged with staff, scheduling of next service. <p>Table Coach Preparation: Review the five Product Lines and examples of each (provided below) to be able to add additional information and resources to the material.</p>	<p>25 min</p>	<p style="text-align: center;"><u>Brainstorm Activity</u></p> <p>SAY: Let us move to our Brainstorm Activity!</p> <p>SAY: While I read our scenario, please jot down important information that you will need to assist our customer with her job search.</p> <p>READ SCENARIO: While Ms. Scott was in Welcome Springs, the staff learned the following about her:</p> <ul style="list-style-type: none"> • She is 25 years old. • She worked for a bank call center. • She was a customer service representative. • She was employed for 8 years. • She lost her job when her company downsized. • Her annual salary was 25,000. • She has a high school diploma and an Associate's Degree in Business Administration. • She is a single parent of a 6 year old boy. • She and her son live with her mother who works full-time. • She will begin receiving her UI benefits soon. <p>SAY: Although Ms. Scott loves customer service, she is interested in looking at other opportunities outside of a call center location. Her first thought is to work retail in a department store but she is leaving her options open.</p>

SAY: The Community of Welcome Springs took care of her critical needs such as affordable childcare locations and Food Stamp services. Ms. Scott is ready to begin the next part of her employment trip.

SAY: Now that you have met Ms. Scott and determined her purpose for visiting the workforce office, it's time for the next steps.

SAY: In teams of 2, looking over your notes, take about 10 minutes to decide what Product Box services you would recommend to Ms. Scott to reach her goals and why. Be sure to write down your responses for when we come back together.

SAY: Let's come back together now.

(Table Coach) *Lead the group in a discussion of how they assisted Ms. Scott. Offer resources as necessary and input from the group. Be sure to stay focused on the Product Box services.*

Some questions to ask:

- What does Ms. Scott want to do?
- What skills does she currently have?
- What skills would she like to develop?
- Thinking about the Product Box services and Ms. Scott's desire to maybe work in retail, what skills can she enhance and/or develop?
- Would she need Tuition Assistance?

(Table Coach) *Recap, focusing back on objectives.)*

THE PRODUCT BOX

The Product Box is a robust variety of talent development services offered to all job seekers to help meet their employment goals.

We have lots of services in our product boxes and while they may differ from center to center, all of these services can be placed into 5 major categories. In the Integrated Service Delivery Model we call those our 5 Product Lines.

Job Getting & Readiness Services

- Job Finding Skills
- Resume/ Cover Letter
- Interviewing
- Job Clubs
- Job Keeping Skills
- Networking Opportunities
- Job Search Skills
- Career Fairs
- LMI

Skill Development & Improvement Services

- GED Tutoring & Prep
- Basic Computer & Online Skills
- Customer Service
- CPR
- Food Safety
- OSHA
- Cash Register Basics
- Career Readiness Certificate and Work Keys
- Computer Applications (Word, Excel, CAD, PPT)

Occupational Training Services

- Planning a New Career Workshop
- Money for School Workshops
- Assistance with Completing FAFSA
- Study Skills & Study Groups
- Pre-Testing Basics
- Tutoring
- WIA Training Services

Employer Sponsored Services

- Skill-Based Internships
- Work Experience
- On-the-Job Training
- In-Center Recruitment Events
- Pre-Hire Testing
- Employer Panels and Workshops
- Workshops Based on Employer Input and Needs

Specialty Program Services

- WIA Intensive and Training
- WIA Youth Program
- Veterans' Services
- Trade Adjustment Assistance
- REA/RES/EAI
- Vocational Rehabilitation/ Adult Education
- TANF
- SNAP

TABLE COACH NOTES:	TIME:	LEARNING:
<p>Print and cut out, the 4 questions and 4 answers provided below.</p> <p>If fewer participants, remove matched cards. Mix and hand a card to each participant.</p> <p>If space allows, have participants get up, move around and take 10 minutes to find the match to their card and discuss with their partner. Then have the pairs discuss their Q&A with the entire group.</p> <p>As Table Coach, facilitate the discussion requesting input from the group and adding resources. Ask about their experience with the Product Box services and job seekers.</p>	<p>20 min</p>	<p style="text-align: center;"><u>“Find Your Partner!”</u></p> <p>SAY: Now it’s time to play “Find Your Partner!” a matching game. The focus will be on the Product Box.</p> <p>SAY: I will give each of you a card. Take a few minutes to find the match to your card. Then, with your partner, discuss the Q&A and then think up additional information to share with the group when we come back together.</p> <p>ASK: Who is responsible for making sure the Product Box is robust?</p> <p>Answer: <i>This varies by area and office. There may be one staff person who oversees it; perhaps the Center Manager. Ultimately, all staff is involved but who has this actual role is flexible.</i></p> <p>ASK: How do partner agencies “fit” in the Product Box?</p> <p>Answer: <i>They provide services that customers may be referred to; staff or partners may offer universal workshops and services as well.</i></p> <p>ASK: Name 3 other Product Box “Specialty” programs, e.g., Veterans’ Services and WIA Youth Programs that are specifically geared toward targeted groups?</p> <p>Answer: <i>Programs for former offenders, programs for people with disabilities, Trade Adjustment Assistance (TAA). Customers can be referred at any time to these programs if they qualify.</i></p>

ASK: What are three basic services that are in the Product Box?

Answer: Job search skills, resume preparation, interview skills, basic computer skills, etc.

(Table Coach) Have each pair briefly discuss their Q&A. Allow group to ask questions and add additional information.

SAY: Great job everyone!

Playing Cards for “Find Your Partner”

<p style="text-align: center;"><u>Question</u></p> <p style="text-align: center;">Who is responsible for making sure the Product Box is robust?</p>	<p style="text-align: center;"><u>Answer</u></p> <p style="text-align: center;">This varies by area and office. There may be one staff person who oversees it; perhaps the Center Manager. Ultimately all staff are involved but who has this actual role is flexible.</p>
<p style="text-align: center;"><u>Question</u></p> <p style="text-align: center;">How do partner agencies, such as Voc Rehab, community college and DSS, “fit” in the Product Box?</p>	<p style="text-align: center;"><u>Answer</u></p> <p style="text-align: center;">They provide services that customers may be referred to; staff or partners may offer universal workshops and services as well.</p>

Question

Name 3 other Product Box “Specialty” programs, e.g., Veterans’ Services and WIA Youth Programs that are specifically geared toward targeted groups?

Answer

Programs for former offenders, programs for people with disabilities, Trade Adjustment Assistance (TAA). Customers can be referred at any time to these programs if they qualify.

Question

What are 3 basic services in the Product Box?

Answer

Job search skills, resume preparation, interview skills, basic computer skills, etc.