

OBJECTIVE:	TIME:	LEARNING:
<p>To ensure that staff are fully informed of the activities and services in the Welcome Function.</p> <p>Understand the Welcome Process by:</p> <ul style="list-style-type: none"> • Accurately entering required application information into NCWorks Online. • Using the resources to help make referral decisions. • Becoming knowledgeable about the self-service tools available to assist job seekers, employers, and staff. <p>Table Coach Preparation: Review NCWorks Online and the staff only training site videos 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's move to our Brainstorm Activity!</p> <p>READ SCENARIO: <i>Mr. Snow, a first time customer, is anxiously waiting for the Workforce Office to open. He has lost his job, which created many changes in his life.</i></p> <p><i>He is hoping that the community of Welcome Springs is able to help him put his life back on track. You welcome Mr. Snow at the door. What happens next?</i></p> <p>SAY: Looking over the Community of Welcome Springs, and focusing on NCWorks Online, as a group, let's quickly identify some of the key tasks that would take place at this time.</p> <p>SAY: Feel free to take notes as we discuss Mr. Snow's situation.</p> <p>(Table Coach) <i>Focus on Mr. Snow's scenario and NCWorks Online. Lead the group in a discussion of why they chose those tasks and offer resources.</i></p> <p>Listen for:</p> <ul style="list-style-type: none"> • <i>Find out more about why he is there and his situation.</i> • <i>Listen!</i> • <i>Enter required demographics into NCWorks Online.</i> • <i>Opening their electronic file for WP and WIA Title I Adult in NCWorks Online.</i> • <i>Pay attention to Mr. Snow's emotional state.</i>

SAY: Once registered in NCWorks Online, the job seeker will complete the tabs, General Information, and Background.

ASK: What is some of the *General Information* we need from the job seeker?

Listen for: Name, address, phone number, email, demographics [DOB, age, and gender].
Citizenship, disability, ethnic origin, military service, employment status, and education.

ASK: What is some of the *Background Information* we need from the job seeker?

Listen for: Education and training, licenses and certificates, employment history, job skills, other resume information, type of job desired, location and salary, driver's license and language.

SAY: Based on access/privileges, staff will complete the application, also known as the Intake Form. The job seeker's information will populate in the application or intake form.

Staff will make a decision, based on the job seeker's background and needs as to what Federal programs to enroll them in.

ASK: Why is this important?

Listen for: This will better assist the job seeker in finding a job, receive training, subsidized assistance or other types of help.

	<p>SAY: During the one-on one interview, Mr. Snow shared with us that he needs nutrition assistance. How can we help him?</p> <p>Listen for: <i>Provide information on external or partner services, ex. Food Stamps (SNAP), food bank, etc.</i></p> <p>ASK: What are the possible consequences of not accurately inputting information into NCWorks Online?</p> <p>Listen for:</p> <ul style="list-style-type: none"> • <i>The registration process will be delayed because incorrect information will populate to other applications.</i> • <i>Our statewide data reported to the Federal Government will be incorrect.</i> • <i>Customer and staff will have to repeat the process.</i> <p>SAY: Accurate information will allow the process to be completed in a timely manner without receiving error messages. The customer is better served without delays.</p> <p>SAY: Mr. Snow also let us know that he needs help creating a resume and help preparing for interviews.</p> <p>SAY: What options can we offer him?</p> <p>Listen for: <i>We can introduce Mr. Snow to the Resume' Builder link under the Job Seeker Services in NCWorks Online or register Mr. Snow for the next "Creating a Resume" class and "Interview Class" in the workforce office</i></p> <p>SAY: Great job everyone!</p>
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<p>INSTRUCTIONS: Create 2 teams. Hand out one score card to each team. Each team chooses a spokesperson, scorekeeper and team name and records the names on the score card.</p> <p>To decide which team goes first, write a number down between 1 and 10 and have the spokesperson from each team give you a number between 1 and 10. The spokesperson with the closest number to your number goes first.</p> <p>As the point values are used, have teams mark through them on the score card.</p> <p>When a question is chosen, show and read the question to the group. The teams will have 30 seconds to give an answer to the question.</p> <p>The spokespersons will respond by raising their hands. The Table Coach will choose the first hand that goes up.</p> <p>Continued:</p>	<p>20 min</p>	<p align="center"><u>NCWorks Online Trivia!</u></p> <p>SAY: Now it's time to play NCWorks Online Trivia! Point Values are from 100 – 600.</p> <ol style="list-style-type: none"> 100 Point Question: What programs are job seekers enrolled in during their first visit to the workforce office? <i>Listen for:</i> Wagner-Peyser and WIA Core Services. ASK: Why is this important? <i>Listen for:</i> To be able to offer those services according to their needs and to allow all staff to work with them. 200 Point Question: What are external services that the customer may be referred to during the Welcome Function? <i>Listen for:</i> Childcare, transportation, food assistance, housing, public assistance, UI, etc. <p>SAY: We talked about this earlier. What additional questions do you have?</p> <ol style="list-style-type: none"> 300 Point Question: Who has the responsibility of keeping a customer's record in NCWorks Online current? <i>Listen for:</i> Any staff 400 Point Question: What are some services received during a job seekers <u>first visit</u> to the workforce office?

If the spokesperson answers correctly, the team wins the points. If they answer incorrectly, the other team gets a chance to answer the question. If neither team responds correctly, no points are awarded.

The team who accumulates the most points wins.

The Table Coach will lead a discussion of all questions and answers.

Table coach, have an NCWorks Quick Reference Card to refer to.

Listen for: One on one Welcome interview, registration, next service, Job Match, job referral, etc.

ASK: We talked about this earlier. What additional questions do you have?

5. **500 Point Question:** What is the term used to find employment for as many job seekers as possible and to fill jobs for employers?

Listen for: Job Match

ASK: And when does this take place?

Listen for: Anytime during the job seeker's visit.

6. **600 Point Question:** What is the name of the resource in NCWorks Online that helps the job seeker log in, set up dashboard, help with settings and themes, etc.?

Listen for: Quick Reference Cards

ASK: Where can the Quick Reference Cards be found in NCWorks online?

Listen for: Under the Resources Link.

ASK: What other information does the Quick Reference Cards provide the job seeker?

Listen for:

- How to log in
- My Dashboard instructions
- Settings and themes
- Services for individuals
- How to locate sources for financial aid
- How to find free online training opportunities
- How to view LMI occupation profiles, etc.

SAY: Team, add up your points!

(Table Coach) *Congratulate the winning team!*

Score Card

Welcome Springs

NCWorks Online Trivia!

100	300	500
200	400	600

Team Name _____

Spokesperson _____

Scorekeeper _____

Score/Total -

NCWorks Online Trivia

100

What programs are job seekers enrolled in during their first visit to the workforce office?

NCWorks Online Trivia

200

What are external services that the customer may be referred to during the Welcome Function?

NCWorks Online Trivia

300

**Who has the responsibility
of keeping a customer's
record in NCWorks Online
current?**

NCWorks Online Trivia

400

What are some services received during a job seekers first visit to the workforce office?

NCWorks Online Trivia

500

What is the term used to find employment for as many job seekers as possible and to fill jobs for employers?

NCWorks Online Trivia

600

What is the name of the resource in NCWorks Online that helps the job seeker log in, set up dashboard, help with settings and themes, etc.?