

Integration Training Plan

Training Topic	Competencies to be Obtained	Method of Delivery	Target Audience	Trainer(s)	Schedule (date, time, location)	Completed
Adult & DW Common Measures	1. Technical 2. Performance	Intranet	All Staff	On-line	N/A	✓
Adult & DW Common Measures	1. Technical 2. Performance	Workshop	All Staff	Kim Lucero EDD CBU	3/5/08 9:00-4:00 Hemet WDC Room 5	✓
Adult & DW Common Measures	1. Technical 2. Performance	Workshop	All Staff	Kim Lucero EDD CBU	4/30/08 9:00-4:00 Riverside WDC Rooms 1 & 2	✓
Youth Common Measures	1. Technical 2. Performance	Workshop	Youth Staff YOC Staff Interested all staff	Lillian LaBlanc EDD CBU	4/16/08 9:00-4:00 Hemet WDC Room 5	✓
Finding the UP in Upheaval (change)	Organizational Awareness	Workshop & DVD	All Staff	Sandy Kantor	4/2/08 3:00-4:00 Riverside WDC WDB Room	✓
Finding the UP in Upheaval (change)	Organizational Awareness	Workshop & DVD	EDD Staff	Sandy Kantor	4/8/08 9:00-10:00 Corona EDD	✓

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Finding the UP in Upheaval (change)	Organizational Awareness	Workshop & DVD	All Staff	Sandy Kantor	4/9/08 3:00-4:00 Indio WDC Room 417	✓
Finding the UP in Upheaval (change)	Organizational Awareness	Workshop & DVD	All Staff	Sandy Kantor	4/10/08 3:00-4:00 Riverside WDC WDB Room	✓
Team Building	Communication	Workshop & Video	All Staff	Sandy Kantor Grace Schoch	4/21/08 3:00-4:00 Riverside WDC Room 1	✓
Team Building	Communication	Workshop & Video	All Staff	Sandy Kantor Grace Schoch	4/22/08 2:00-3:00 Hemet WDC Room 5	✓
Team Building	Communication	Workshop & Video	All Staff	Sandy Kantor Grace Schoch	5/5/08 Indio WDC 2:00-3:00 Room 417	✓
Team Building	Communication	Workshop & Video	All Staff	Sandy Kantor Grace Schoch	4/28/08 Riverside WDC 3:00-4:00 Rooms 1 & 2	✓

Training Topic	Competencies to be Obtained	Method of Delivery	Target Audience	Trainer(s)	Schedule (date, time, location)	Completed
Customer Service Who Cares?	Communication Customer Service	Workshop & DVD	All Staff	Sandy Kantor	6/4/08 Riverside WDC Rooms 1 & 2 3:00-4:30	✓
Customer Service Who Cares?	Communication Customer Service	Workshop & DVD	All Staff	Sandy Kantor	6/10/08 Indio WDC Room 417 2:00-3:30	✓
Customer Service Who Cares?	Communication Customer Service	Workshop & DVD	All Staff	Sandy Kantor	6/5/08 Hemet WDC Room 5 2:00-3:30	✓
Customer Service Who Cares?	Communication Customer Service	Workshop & DVD	All Staff	Cheri Hales	6/9/08 Corona EDD Room 3 2:00-3:30	✓
Customer Service Who Cares?	Communication Customer Service	Workshop & DVD	All Staff	Elisa Mitchell	6/13/08 Blythe EDD	✓
Customer Service Who Cares?	Communication Customer Service	Workshop & DVD	All Staff	Elisa Mitchell	6/16/08 Indio WDC	✓
Functional Team Overview	Overall Job Knowledge	Presentation	All Staff	Karen Snake Elisa Mitchell	Riverside State of the Org 4/21/08	✓
Functional Team Overview	Overall Job Knowledge	Presentation	All Staff	Karen Snake Elisa Mitchell	Indio State of the Org 4/22/08	✓

Training Topic	Competencies to be Obtained	Method of Delivery	Target Audience	Trainer(s)	Schedule (date, time, location)	Completed
Humor, Risk and Change	Morale	Video and Workshop	Staff	Grace Schoch	5/27/08 Hemet 2:00-4:00 Room 5	✓
Humor, Risk and Change	Morale	Video and Workshop	Staff	Grace Schoch	5/28/08 Riverside 2:00-4:00 Rooms 1 & 2	✓
Humor, Risk and Change	Morale	Video and Workshop	Staff	Grace Schoch (Elisa Mitchell)	5/29/08 Indio 10:00-12:00 Room 416	✓
Humor, Risk and Change	Morale	Video and Workshop	Staff	John Vivalta	5/30/08 Blythe EDD	✓
PSP and Programs Overview	Overall Job Knowledge	Workshop	All Staff	Grace Schoch Lena Tamayo	6/3/08 Riverside 9:00-4:00 Rooms 1 & 2	✓
PSP and Programs Overview	Overall Job Knowledge	Workshop	All Staff	Elisa Mitchell Grace Schoch	6/18/08 Hemet 9:00-4:00 Room 5	✓
Moving Adults from Basic Skills to Careers	Customer Service	Webinar	Staff and Management	California EDGE	6/17/08 Riverside 11:00-12:00 Exec. room	✓

Training Topic	Competencies to be Obtained	Method of Delivery	Target Audience	Trainer(s)	Schedule (date, time, location)	Completed
Effective Use of Assessment Tools	Customer Service	Webinar	Staff and Management	Workforce 3 One	6/20/08 Riverside 11:00-12:30 Room 1	✓
PSP and Programs Overview	Overall Job Knowledge	Workshop	All Staff	Elisa Mitchell	6/23/08 Indio 9:00-4:00 Room 416	✓
PSP and Programs Overview	Overall Job Knowledge	Workshop	All Staff	Grace Schoch Lena Tamayo	6/30/08 Riverside 9:00-4:00 Rooms 1 & 2	✓
Systems Training Cal Jobs/Smartware	Technical	Workshop Presentation	Customer Service Teams MIS QA Team	Carol Mosqueira Brenda Alipour	Riverside 6/24/08 1:00-5:00 Lit Lab	✓
Systems Training Cal Jobs/Smartware/	Technical	Workshop Presentation	Customer Service Teams MIS QA Team	Carol Mosqueira Elisa Mitchell	Indio 6/25/08 1:00-5:00 Lit Lab	✓
Systems Training Cal Jobs/Smartware/	Technical	Workshop Presentation	Customer Service Teams MIS QA Team	Carol Mosqueira Elisa Mitchell	Riverside 6/26/08 1:00-5:00 Lit Lab	✓
Systems Training Cal Jobs/Smartware/	Technical	Workshop Presentation	Customer Service Teams MIS QA Team	Carol Mosqueira Elisa Mitchell	Indio 6/30/08 1:00-5:00 Lit Lab	✓

Training Topic	Competencies to be Obtained	Method of Delivery	Target Audience	Trainer(s)	Schedule (date, time, location)	Completed
National Offender Workforce Development Partnership	Customer Service	Webinar	Customer Service Teams	Workforce 3 One	Riverside WDC Exec Conf Room 11:00-12:00 6/26/08	✓
Team Intensive Training (customer flow, process, eligibility, assessments, product box)	Specific Job Knowledge/ Customer Service	Workshop Presentation	Customer Service Teams	Cheryl Kanechika Sonja White Grace Schoch Sandy Kantor Karen Snake	Hemet 7/7/08 8:00-12:00 Room 5	✓
Team Intensive Training (customer flow, process, eligibility, assessments, product box)	Specific Job Knowledge/ Customer Service	Workshop Presentation	Customer Service Teams	Cheryl Kanechika Sonja White Grace Schoch Sandy Kantor Karen Snake	Hemet 7/7/08 1:00-5:00 Room 5	✓
Team Intensive Training (customer flow, process, eligibility, assessments, product box)	Specific Job Knowledge/ Customer Service	Workshop Presentation	Customer Service Teams	Cheryl Kanechika Sonja White Sandy Kantor Karen Snake	Riverside 7/8/08 1:00-5:00 Rooms 1 & 2	✓
Team Intensive Training (customer flow, process, eligibility, assessments, product box)	Specific Job Knowledge/ Customer Service	Workshop Presentation	Customer Service Teams	Cheryl Kanechika Sonja White Sandy Kantor Karen Snake Jennifer Smith	Indio 7/9/08 1:00-5:00 Room 417	✓

Training Topic	Competencies to be Obtained	Method of Delivery	Target Audience	Trainer(s)	Schedule (date, time, location)	Completed
Team Intensive Training (customer flow, process, eligibility, assessments, product box)	Specific Job Knowledge/ Customer Service	Workshop Presentation	Customer Service Teams	Cheryl Kanechika Sonja White Sandy Kantor Karen Snake	Riverside 7/10/08 8:00-12:00 Rooms 1 & 2	✓
Team Intensive Training (customer flow, process, eligibility, assessments, product box)	Specific Job Knowledge/ Customer Service	Workshop Presentation	Customer Service Teams	Deborah Napier Will show DVD of 7/8 session at later date	Corona EDD 7/10/08 1:00-5:00	✓
Team Intensive Training (customer flow, process, eligibility, assessments, product box)	Specific Job Knowledge/ Customer Service	Workshop Presentation	Customer Service Teams	Cheryl Kanechika Sonja White Grace Schoch Karen Snake	Indio 7/16/08 1:00-5:00 Room 416	✓
Train the Trainer Ultimate Job Search Workshop	Facilitation	Workshop	Customer Service Teams	Jorge McCall	Hemet 7/15/08 9:00-4:00 Room 5	✓
Train the Trainer Ultimate Job Search Workshop <small>Note: A make up session will be scheduled for 2nd half of class that 6 people missed</small>	Facilitation	Workshop	Customer Service Teams	Jorge McCall	Riverside 7/17/08 9:00-4:00 Room 3	✓

Training Topic	Competencies to be Obtained	Method of Delivery	Target Audience	Trainer(s)	Schedule (date, time, location)	Completed
O*NET Academy Briefing: Tools for the Military Member in Transition	Assessment	Webinar	Customer Service Teams	Janet Wall, Ed.D. Senior O*NET Trainer	Riverside 7/21/08 12:00-1:00 WDB room	✓
O*NET Academy Briefing: Education Occupation and Pay	Assessment	Webinar	Customer Service Teams	Janet Wall, Ed.D. Senior O*NET Trainer	Riverside 7/22/08 1:00-2:00 WDB Room	✓
O*NET	Assessment	Workshop	Customer Service Teams	Thomas Flournoy	Indio 8/6/08 8:00-12:00 Computer Lab	✓
Smartware Training for Vet Reps	Technical	Workshop and hands on	Veterans Reps	Carol Mosqueira	Riverside 7/14/08 8:00-12:00 Lit Lab	✓
Managing Organizational Transition	Overall Job Knowledge	Workshop	Management Staff	State	Riverside 7/15/08 9:00-4:00 Rooms 1 & 2	✓

Training Topic	Competencies to be Obtained	Method of Delivery	Target Audience	Trainer(s)	Schedule (date, time, location)	Completed
Sensitivity Training/The 10 Commandments of Working with People with Disabilities	Customer Service	Workshop and Video	Customer Service Staff	Diane Felix	Hemet 12/11/08 9:00-11:00 1:00-3:00 Room 5	
Sensitivity Training/The 10 Commandments of Working with People with Disabilities	Customer Service	Workshop and Video	Customer Service Staff	Diane Felix	Riverside 11/17/08 9:00-11:00 1:00-3:00 WDB Room	
Sensitivity Training/The 10 Commandments of Working with People with Disabilities	Customer Service	Workshop and Video	Customer Service Staff	Diane Felix & DOR Representative	Indio 11/4/08 9:30-11:00 1:00-3:00 Room 416	
SmartWare 102	Technical	Train the Trainer	Customer Service Teams	Carol Mosqueira	8/7/08 Riverside Lit Lab 3:00-5:00	✓

Training Topic	Competencies to be Obtained	Method of Delivery	Target Audience	Trainer(s)	Schedule (date, time, location)	Completed
SmartWare 102	Technical	Workshop	Customer Service Teams Vet Reps	Carol Mosqueira	8/13/08 Indio Lit Lab 9:00-11:00 1:00-3:00 8/21/08 Hemet 1:00-5:00	✓
Train the Trainer Computer Basics Workshop (English)	Facilitation	Workshop	Customer Service Teams	TBD	Location & Date TBD	
Train the Trainer Computer Basics Workshop (English)	Facilitation	Workshop	Customer Service Teams	TBD	Date TBD	
The Art of Questioning	Interview Skills	DVD and Discussion	Customer Service Teams	Managers working with staff	Offered in Sept. and Oct. 2008	✓
No One is Unemployable	Career Counseling	Book	Customer Service Teams	Managers working with staff	Ongoing	

Training Topic	Competencies to be Obtained	Method of Delivery	Target Audience	Trainer(s)	Schedule (date, time, location)	Completed
Train the Trainer Educational Alternatives and Finance Workshop	Facilitation	Workshop	Customer Service Teams	TBD	Date TBD	
Train the Trainer Internet Job Search Workshop	Facilitation	Workshop	Customer Service Teams	TBD	Date TBD	
State & Federal Employment Laws	Overall Job Knowledge	Intranet	Customer Service Teams		N/A	
Interview Skills	Communication	Workshop	Customer Service Teams	TBD	Dates TBD	
Train the Trainer	Presentation Skills	Workshop	Interested People Workshop Facilitators	Identify Presenter	Dates TBD	

Training Topic	Competencies to be Obtained	Method of Delivery	Target Audience	Trainer(s)	Schedule (date, time, location)	Completed
Prove It!	Assessment	Conference call/computers	Customer Service Teams	Kenexa	Managers to schedule training for units August 2008	✓
Partnering With Career Voyages.gov	LMI/Career Exploration	Webinar	Management Note: managers will schedule	Workforce3one.org	8/26/08 11:00-12:30	✓