

2011-2012

**PROFESSIONAL DEVELOPMENT AND
TRAINING OPPORTUNITIES**



FRONTLINE FOCUS

THE CHICAGO JOBS COUNCIL
TRAINING INSTITUTE



29 E. Madison Street, Suite 1700

Chicago, IL 60602

Phone: 312.252.0460

www.cjc.net/frontline-focus

WHO WE ARE AND WHAT WE DO



MISSION AND VISION

The Frontline Focus Training Institute (FFTI) provides professional development opportunities to help workforce professionals build their capacity to better meet the employment needs of disadvantaged job seekers, low-income workers and employers.

Through the delivery of our hands-on, interactive trainings and workshops, we aim to:

- Develop and enhance the skills, key competencies and knowledge of workforce professionals in order to increase job effectiveness
- Decrease burnout and stimulate career growth within the workforce development field
- Create an environment that fosters collaboration and networking among job developers
- Establish "job development" as a professional field of work

HISTORY

FFTI was launched by the Chicago Jobs Council (CJC) in 2003 based on community research that indicated workforce development staff lacked professional development opportunities. From its early beginnings as a brown bag lunch series to our current catalog of course offerings, the Frontline Focus Training Institute is uniquely positioned to meet the professional training needs of the workforce development field by being one of the only organizations in the Midwestern region dedicated to such a mission. To date, FFTI has trained over 3,000 workforce professionals from 560 organizations.

TRAININGS AND WORKSHOPS

Course Calendar

FFTI offers nineteen different classes to support the professional development of both frontline and managerial staff alike. Core classes are offered in two separate tracks: the **Job Developer Track** for direct service staff and the **Leadership Track** for frontline supervisors. A number of electives are also offered to help supplement the core learning. You can follow the program tracks to receive certification, or take classes on an ad hoc basis to complement your on-the-job experience.

Courses are extremely interactive and encourage experiential learning. Each class is facilitated by an FFTI or CJC staff member, expert consultant, or professional from our training partner, St. Augustine College's Institute for Workforce Education.

Customized Trainings

FFTI offers a variety of customized training options to fit your organizational needs. We can train your entire staff using one of our existing curricula, or we can combine topics to create a more tailored experience. Additionally, FFTI trainers are available to present at workshops or conferences hosted by your agencies. Pricing for customized training is negotiable and depends on a combination of factors including time, content preparation and travel.

Let us know what your professional development needs are and we'll work with you to create a customized training experience.

As a member of the Chicago Jobs Council, you save money on the cost of trainings! Contact America Lewis at 312.252.0460 or america@cjc.net to learn more.

POLICIES AND PROCEDURES



LOCATION AND TRANSPORTATION

Unless otherwise specified, all training courses take place at the Chicago Jobs Council office: 29 E. Madison Street, Suite 1700, Chicago, IL 60602. This location is accessible by numerous forms of public transportation including several CTA train and bus lines, as well as the Metra and other train lines. Alternatively, parking is available in several nearby garages: Millennium Park Underground (Michigan Ave at Randolph - \$14) and Adams-Wabash Self Park (17 E. Adams - \$14 with rebate stamp from FFTI's lobby attendant).

ACCESSIBILITY

Our training facility is fully wheelchair accessible. Because CJC is committed to providing high-quality trainings at low or no cost to participants, we ask that the expense of some accommodations (such as interpreters) be covered by the participant's employer. If you do have special needs, please contact Cheryl Hester to determine how we can assist you.

COURSE LOGISTICS

Full day courses run from 9:00am-4:00pm (unless otherwise specified) with a one hour lunch break. Both breakfast and lunch are provided for full day trainings. Half day courses run for three hours, as noted. Depending on the timing of these trainings, breakfast and/or snacks will be provided. If you have any dietary restrictions or allergies, please contact Cheryl Hester.

When you arrive for training, security personnel in the lobby will direct you to the 17th floor. Please be aware, you may be asked to show picture identification.

SCHOLARSHIPS

While FFTI's trainings are already deeply subsidized, we do offer a limited number of scholarships for each training on a case-by-case basis. Requests for support must be emailed to Cheryl Hester. Partial and full awards will be granted based on a review of your financial need.

CANCELLATIONS AND SUBSTITUTIONS

All cancellation and refund requests must be made in writing, and should be emailed to Cheryl Hester. Full refunds will only be given if the cancellation request is received 3 days in advance of the training. There will be no refunds for students who withdraw after a training has started. Registrants who fail to attend their scheduled training will still be responsible for the full cost of registration. If the original registrant cannot attend the training, a coworker from the same organization may take his/her place. Finally, FFTI reserves the right to cancel or postpone training based on insufficient registration, inclement weather or other unforeseen emergencies. In such rare instances, refunds will be given to all registered participants.

Contact:
CHERYL HESTER
Frontline Focus
Administrator
cheryl@cj.net
312.252.0460 x108

REGISTRATION



REGISTRATION

Registration is available online at <http://www.cjc.net/frontline-focus>. You must create an account and login in order to register for training. Registrations are accepted on a rolling basis until each training has reached its maximum capacity of 24 people. Enrollment for each course is limited to two practitioners from a single organization.

Regular Registration must be submitted 24 hours in advance of each training session.

Track Discounts of 20% are available when you register for all five core courses in either the Job Developer or Leadership track at the same time.

Payments can be made by check or credit card. Checks should be made payable to the Chicago Jobs Council. Credit card payments must be made over the phone by calling Cheryl Hester. All payments or payment arrangements should be made 24 hours prior to the start of training.

INSTRUCTIONS

Use the following steps to register for any of our training courses:

For all users:

1. Go to <http://www.cjc.net/frontline-focus>
2. Click on the course you wish to register for
3. After reading the course description, click the link at the top of the page to register
4. If you are a returning visitor, you will be prompted to enter your username and password—then, login
5. If you are a first time visitor, create a new username and password for future use—then, login
6. Verify the registration information, add the names of any coworkers you also want to register from the drop-down list and then click “Submit Registration”
7. If your registration was successful, you will receive an email confirmation within 24 hours

Troubleshooting:

Once a training fills to capacity, online registration automatically closes. If you receive this message, you can call Cheryl Hester and put your name on a waiting list. Please note, this will not guarantee you a spot in the course.

If you don't receive an email confirmation of registration within the 24 hour window, please contact Cheryl. An electronic error may have prevented your registration from being submitted.

If you do not have internet access, please call Cheryl to register by phone.



Trouble logging in to your account? Can't remember your username or password? Contact Greg Shirbroun at greg@cjc.net or 312.252.0460 x116.

COURSE TRACKS AND FFTI CERTIFICATION



COURSE TRACKS

We offer two different course tracks leading to FFTI certification: Job Development and Leadership. Each track requires the completion of five core courses and a specific number of elective hours. While you may take as long as you'd like to pursue FFTI certification, it is possible to complete a certification track within three months, six months, or one year's timeframe.

Job Developer Track

Core courses include (27 hours total):

1. Job Developer Orientation
2. Successful Sales Strategies
3. Pitch Clinic
4. Becoming an Industry Insider
5. Reducing Turnover: Becoming a Retention Agent

In addition, 24 elective hours must be completed, including the following courses:

1. Cultural Competency
2. Intro to Workforce Development
3. From Records to Re-Entry: Working with Ex-Offenders OR one Special Populations Course and seven elective hours of your choice.

A total of 51 hours must be completed to earn the FFTI Job Developer certification.

Leadership Track

Core courses include (35 hours total):

1. Learning to Lead
2. Supervisor Communication Skills
3. Performance Management
4. Motivating Employees to be Their Best
5. Conflict Management

In addition, 16 elective hours must be completed, including the following courses:

1. Cultural Competency
2. Intro to Workforce Development
3. At least six elective hours of your choice

A total of 51 hours must be completed to earn the FFTI Leadership certification.

The order of core classes in each track is a suggested progression; it is not a requirement that you follow this sequence. Classes may be taken a la carte; you *do not* have to pursue FFTI certification in order to register for any of the core courses.

FFTI CERTIFICATION

At the end of each course, you will receive a document of completion stating that you have satisfactorily fulfilled the required course hours. Once you have completed all the requirements of a particular track, you will receive your course track certification. This certification signifies that you have completed the required series of comprehensive course curriculum covering the core competencies as determined by FFTI. The full list of core competencies covered in each course track can be found on our website: www.cjc.net/frontline-focus. FFTI will keep your records on file should you ever need a certificate reprinted.



To learn more about certification or our course tracks, please contact Ellen Johnson at ellen@cj.net or 312.252.0460 x310.

COURSE OFFERINGS AND PRICING STRUCTURE



TRACK	COURSE NAME	CLASS HOURS	CJC MEMBER PRICE	NON-MEMBER PRICE	
Job Developer Track	Job Developer Orientation	7	\$75	\$115	Save 20% when you register for all five courses in the track at once.
	Successful Sales Strategies	7	\$75	\$115	
	Becoming an Industry Insider	3	\$50	\$75	
	Pitch Clinic	3	\$50	\$75	
	Reducing Turnover: Becoming a Retention Agent	7	\$75	\$115	
Leadership Track	Learning to Lead	7	\$75	\$115	Save 20% when you register for all five courses in the track at once.
	Supervisor Communication Skills	7	\$75	\$115	
	Performance Management	7	\$75	\$115	
	Motivating Employees to be Their Best	7	\$75	\$115	
	Conflict Management	7	\$75	\$115	
Electives	Cultural Competency	7	\$75	\$115	
	Juggling Multiple Priorities	7	\$75	\$115	
	Critical Thinking & Problem Solving	7	\$75	\$115	
	Handling Change & Upheaval	3.5	\$50	\$75	
	Intro to Workforce Development	3	\$50	\$75	
	Intro to the Workforce Investment Act	3	\$50	\$75	
	From Records to Re-Entry: Working with Ex-Offenders	14	\$150	\$230	
	Job Seekers with Disabilities	7	\$75	\$115	
	Best Practices in Youth Development	7	\$75	\$115	
	Employ Lit: Helping Clients with Low Literacy	8	\$75	\$115	

COURSE CALENDAR—TRACKS



DATES	COURSE	AUDIENCE	DESCRIPTION
July 14, 2011 Oct 13, 2011 Jan 24, 2012 April 12, 2012	Job Developer Orientation	Direct service staff who work with employers to create opportunities for job seekers.	PAGE 9
Aug 17, 2011 Feb 8, 2012	Successful Sales Strategies	Direct service staff who work with employers to create opportunities for job seekers.	PAGE 9
Aug 31, 2011 Feb 22, 2012	Becoming an Industry Insider	Direct service staff and supervisory staff.	PAGE 10
Sept 14, 2011 March 14, 2012	Pitch Clinic	Direct service staff who work with employers to create opportunities for job seekers.	PAGE 10
Sept 28, 2011 March 28, 2012	Reducing Turnover: Becoming a Retention Agent	Direct service and supervisory staff.	PAGE 11
Oct 26, 2011	Learning to Lead	New supervisors and managers.	PAGE 11
Nov 16, 2011	Supervisor Communication Skills	Supervisory staff.	PAGE 12
Nov 30, 2011	Performance Management	Supervisory staff.	PAGE 12
Feb 15, 2012	Motivating Employees to be Their Best	Supervisory staff.	PAGE 13
Feb 29, 2012	Conflict Management	Supervisory staff.	PAGE 13

If you aren't sure whether a class is right for you, please contact Ellen Johnson at 312.252.0460 x310 or ellen@cjc.net.

COURSE CALENDAR—ELECTIVES



DATES	COURSE	AUDIENCE	DESCRIPTION
July 28, 2011 Dec 13, 2011 May 9, 2012	Cultural Competency	Direct service and supervisory staff.	PAGE 14
October 5, 2011 May 16, 2012	Juggling Multiple Priorities	Direct service and supervisory staff.	PAGE 14
Sept 21, 2011	Critical Thinking & Problem Solving	Direct service and supervisory staff.	PAGE 15
March 21, 2012	Handling Change & Upheaval	Direct service and supervisory staff.	PAGE 15
Sept 8, 2011 March 8, 2012	Intro to the Workforce Investment Act	Direct service and supervisory staff.	PAGE 16
Dec 1, 2011 June 14, 2012	Intro to the Workforce Development System	Direct service and supervisory staff.	PAGE 16
Nov 9-10, 2011 May 23-24, 2012	From Records to Re-Entry: Working with Ex-Offenders	Direct service staff.	PAGE 17
April 18, 2012	Job Seekers with Disabilities	Direct service staff.	PAGE 17
Oct 19, 2011	Best Practices in Youth Development	Direct service staff.	PAGE 18
October 14&21, 2011 April 20&27, 2012	Employ Lit: Helping Clients with Low Literacy	Direct service and supervisory staff.	PAGE 18

Please note that these dates are subject to change. Visit our website: www.cjc.net/frontline-focus for the most up-to-date schedule.

COURSE DESCRIPTIONS—TRACKS



JOB DEVELOPER ORIENTATION (7 hours)

The workforce development field has many different names for the role of job developer: employment specialist, career counselor, business services representative, corporate account manager, employer relations coordinator, etc. Despite these varied titles, your responsibility remains the same: to connect qualified job seekers with quality employment opportunities. Easier said than done, right? Not only do you have to develop partnerships with business clients, but you have to be well versed in your job seekers' strengths and challenges in order to facilitate effective placements. This interactive, hands-on session will teach you strategies to be more effective in your role.

Topics covered include:

- Identifying the value of your business services
- Communicating effectively with employers
- Crafting and delivering a persuasive pitch
- Handling employer objections
- Conducting quality intake assessments
- Using an asset-based approach with clients

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SUCCESSFUL SALES STRATEGIES (7 hours)

Job developers are often called upon to be salespeople. And, successful salespeople know that sales don't just "happen." They require a combination of technical and interpersonal skills that allow sellers to position their products and services to meet their customers' needs. This results-oriented program reveals how an integration of customer focus throughout the sales process—the consultative system of selling—can help students close more sales and create stronger customer relationships. Students will learn how specific customer needs shape the entire sales process, and discover how crafting a well-tailored solution and sharpening their communication skills to present concepts and identify opportunities will help them overcome objections to successfully close the sale.

Topics covered include:

- Learning and applying a results-oriented, consultative system of selling
- Understanding and meeting specific customer needs with your products and services
- Sharpening communication skills to present concepts, identify sales opportunities and overcome objections
- Learning to close the sale effectively with the results you intended

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For more information about our trainings or to register, either click on the "Register Now" button, or visit: www.cjc.net/frontline-focus

COURSE DESCRIPTIONS—TRACKS



BECOMING AN INDUSTRY INSIDER (3 hours)

Finding new employers to partner with can be a daunting task. Your predecessor's rolodex might provide you with some leads, as might dropping in on employers at your favorite stores. While these are good places to start, there is a wealth of labor market information on the web that can help you conduct more targeted outreach. This data can be used to understand career growth opportunities, determine current salaries for different job titles, discover which industries are poised for growth, which businesses are downsizing, and what types of training and education are necessary for your clients. Armed with this research, you're likely to dazzle employers with your knowledge of existing trends and better match your job seekers to quality employment opportunities.

Topics covered include:

- Identifying useful labor market information online
- Dissecting data to understand labor market trends
- Using data to deepen employer relationships
- Teaching job seekers to use data to find the right career

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My job is basically dependent on getting people placed. This training has helped me tremendously.

—FFTl Alum



PITCH CLINIC (3 hours)

Nervous about selling yourself or your clients to a potential employer? You're not alone! During this workshop, you'll have an opportunity to develop and refine your elevator pitch. Knowing what to say and how to say it with confidence is the first step in building an employer partnership. While everyone has their own voice and own style, this class will provide you with the basic formula, the do's and don'ts of delivery, and how to effectively close the sale. Working in small groups, you'll have the opportunity to practice pitching your services to actual HR professionals. With their feedback, you'll be "pitch-perfect" in no time!

Topics covered include:

- Crafting a concise and persuasive pitch
- Learning how to respond to employers' needs
- Delivering your pitch with confidence and making a professional business impression
- Flexing your style to appeal to different audiences

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COURSE DESCRIPTIONS—TRACKS



REDUCING TURNOVER: BECOMING A RETENTION AGENT (7 hours)

Worried about meeting your retention goals? Frustrated by participants that can't seem to stay on a job? Running out of ways to keep your participants engaged? Then this training is for you! Together we will talk about how you can infuse retention strategies throughout the employment continuum by examining the 4 P's of your organization: people, priorities, processes and place. We will focus specifically on five core strategies to help you improve your job seekers' retention in both your program and on-the-job. Through group interaction and hands-on activities, you will walk away with tangible tools to help you implement a comprehensive retention plan at your agency.

Topics covered include:

- Understanding the employment continuum and how to infuse retention at each stage
- Understanding the “life cycle” of the job seeker in your agency and how to address gaps in your process
- Identifying barriers and analyzing possible solutions to enhance program retention
- Using contract agreements to help increase program and on-the-job retention
- Creating a foundation for retention in your organization

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LEARNING TO LEAD (7 hours)

You used to be a job developer and now you've been promoted to the role of supervisor. Or, maybe you're new to the workforce development field altogether and find yourself managing a staff of 2 or 20. Regardless of how you got here, people are looking at you to lead! In this class you will learn how to transform your employees into a high-performing team. You'll learn the nuts and bolts of being an effective manager, but also the art of being a good leader.

Topics covered include:

- Understanding your own leadership and communication styles and how to flex them based on your employees' skill levels and attitude
- Bridging the gaps in your staff and building trust
- Handling difficult conversations with your employees
- Effectively delegating to your staff in order to promote inclusion and reduce stress
- Learning how to collaborate with other agencies in order to be more effective



This training allowed me to expand my networking base while gaining new tools and techniques.

—FFTI Alum



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COURSE DESCRIPTIONS—TRACKS



SUPERVISOR COMMUNICATION SKILLS (7 hours)

Communication is a complex set of behaviors and interactions that involves both giving and receiving information. In this course you will learn the importance of assertive speaking: asking directly for what you need from others without being aggressive. You will also discover techniques for holding others accountable while also practicing the art of equitable compromise.

Topics covered include:

- Identifying the characteristics of assertive behavior and including them in your interactions
- Asking directly for what you need without being aggressive
- Confronting problem behaviors successfully
- Creating equitable compromises with employees and peers
- Holding others accountable
- Managing conflicts to achieve productive outcomes
- Dealing effectively with difficult people



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PERFORMANCE MANAGEMENT (7 hours)

Creating and cultivating a high-performing team can be difficult. You have to help your staff understand how their daily tasks fit into the larger mission of the organization. You also have to troubleshoot when things go awry. And finally, you have to manage the interpersonal dynamics of your team to ensure that everything runs smoothly. That's a lot to keep in mind! In this course, you will learn how to use coaching skills and influence to help your team be most productive. Additionally, you'll learn how to help your team set goals, communicate concerns effectively and improve their own productivity.

Topics covered include:

- Learning strategies to lead with influence
- Translating your agency's strategic messages into daily tasks for your staff
- Assessing performance and preparing for the performance review
- Using coaching, counseling and progressive discipline to create a high performing team
- Communicating expectations and constructive criticism to your staff in order to manage staff performance and outcomes

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COURSE DESCRIPTIONS—TRACKS



MOTIVATING EMPLOYEES TO BE THEIR BEST (7 hours)

Motivation is not something you *do* to others; people motivate themselves. This program is not about using traditional extrinsic motivation techniques such as rewards, incentives and salary to get employees to change their behavior based on external factors. This program is about helping managers and supervisors create a climate that fosters positive feelings and eliminates obstacles. The class will focus on providing skills and techniques that you will need to help groups develop a sense of community, to acquire influence over their work-related actions and to enjoy the openness of shared information and feelings.

Topics covered include:

- Identifying major factors that affect motivation
- Modeling the concept of accountability
- Identifying inhibitors to fostering group commitment and passion
- Teaching a four-step process designed to help groups learn from mistakes
- Identifying strategies to deal with outside pressures, policies and systems that negatively affect motivation
- Tailoring your leadership style to various employees' motivational preferences

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CONFLICT MANAGEMENT (7 hours)

Conflict is inevitable, but if left unchecked it can be highly destructive within an organization. This program offers approaches that will help you improve your conflict-resolution skills. You will practice communication skills that support conflict prevention and acquire new tools to help you end conflict even in the most difficult situations. This program also offers guidelines and practical tips for finding an effective mediator when the conflict becomes too much for you to handle alone.

Topics covered include:

- Understanding the two basic types of conflict and reasons they occur
- Recognizing four typical approaches to conflict
- Implementing the basic steps of conflict resolution
- Practicing communication skills to minimize and even prevent conflict
- Responding to challenging people who won't acknowledge conflict
- Handling conflict with different types of people

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CULTURAL COMPETENCY (7 hours)

At its core, cultural competency refers to the ability to understand, communicate with and effectively interact with people from different cultures. Because our workforce is increasingly multicultural, multiethnic, multiracial and multigenerational, we often need to interact with several different cultures throughout the course of our workday. This can be easier said than done. For, although difference is an inevitable and unique part of our world, bridging our differences can often pose challenges. Preconceived notions, stereotypes and assumptions—all ways we categorize and make sense of the world—cause us to react to perceived differences in ways that can render us less effective in our roles as workforce development professionals. This class provides a safe space to reflect on our own assumptions and an opportunity to examine our mental models and how our behaviors impact our daily responsibilities.

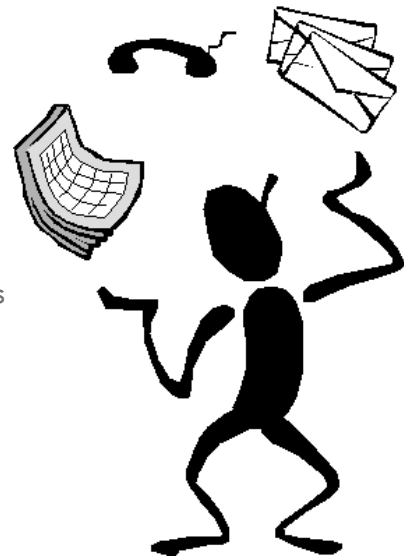
Topics covered include:

- Understanding the attitudes, knowledge and skills necessary to interact with people of different cultures
- Understanding how we all make assumptions and take action based on those assumptions
- Uncovering systems and policies that perpetuate inequality
- Understanding how culture is created and maintained

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JUGGLING MULTIPLE PRIORITIES (7 hours)

Have you ever wondered, “How am I supposed to get all of this done? Reports, meetings, evaluations, proposals...and everything needs to be done NOW.” In order to decide what work is most important, you must know the specific outcomes you and your organization desire. Then you must take those outcomes and break them down into daily roles and responsibilities. This program examines many different approaches to time management and introduces new techniques to enhance your approach in different situations. You will practice tools for prioritizing tasks, setting boundaries, eliminating tainted time and much more in this action packed program.



Topics covered include:

- Prioritizing and streamlining your work
- Overcoming procrastination
- Identifying time-wasters and applying time-saving techniques
- Managing interruptions and maintaining a support network
- Defining your boundaries and learning to say no
- Organizing your workspace by clearing out existing clutter and managing incoming paper



CRITICAL THINKING & PROBLEM SOLVING (7 hours)

A problem is any negative situation, issue or matter that is unresolved. The ability to solve problems is one of the most essential skills in life. You will begin to learn the difference between a systemic and individual problem, as well as understand the processes and techniques that establish strong foundations for critical thinking and decision making. Knowing how to generate and evaluate good solutions will allow you to improve the quality of decisions you make.

Topics covered include:

- Working collaboratively to define and solve a problem
- Identifying six issues upon which problems can have a negative effect
- Identifying the seven steps in the RESOLVE problem-solving model
- Knowing how to set goals that work
- Writing a goal statement that is specific, measurable, attainable, relevant and time-bound (SMART)
- Using the Fishbone Diagram and Five Whys to identify a problem's cause
- Knowing the four brainstorming rules
- Knowing when a problem is escalating

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HANDLING CHANGE & UPHEAVAL (3.5 hours)

Change is a certainty in today's environment. The key to surviving and thriving is to take a proactive approach to change. This program provides you with tools to assess typical attitudes toward change, intervene in the change cycle with positive strategies and combat change-related stress.

Topics covered include:

- Evaluating typical attitudes toward change
- Recognizing the signals of change-related stress
- Understanding the four parts of the change cycle
- Applying positive strategies for coping with change

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COURSE DESCRIPTIONS—ELECTIVES



INTRO TO THE WORKFORCE DEVELOPMENT SYSTEM (3 hours)

You're a part of the workforce development system. But, what does that mean? Maybe you have a WIA, CDBG or TANF contract. Or maybe you're a TJ contractor or bridge program provider. Maybe you have no idea what those acronyms mean, in which case, you're not alone! Jargon abounds in our field, creating an alphabet soup that can be difficult to decipher, let alone keep up with. The goal of this training is to demystify what the workforce development system actually is: who's involved, how it operates and what its relationship with other social services looks like.

Topics covered include:

- Defining the workforce development system
- Identifying who is served by the system
- Understanding the funding streams and programs that comprise the system
- Learning how the workforce system intersects with other related systems
- Navigating the inherent challenges of the system

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The start to finish overview of WIA was very useful. Now I have clear definitions to explain WIA to others.

—FFTJ Alum



INTRO TO THE WORKFORCE INVESTMENT ACT (3 hours)

This workshop focuses on raising awareness and understanding of the federal Workforce Investment Act (WIA)—Title I and how it is administered in Chicago. Particular attention is paid to contractor obligations, administration procedures and reporting requirements.

Topics covered include:

- The five goals of the federal legislation
- Mandated one stop partners and services
- State and local governance including allocation processes
- Definitions and examples of types of customers and services provided through WIA
- Information about performance measures

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COURSE DESCRIPTIONS—ELECTIVES



FROM RECORDS TO RE-ENTRY: WORKING WITH EX-OFFENDERS (14 hours)

Nearly 40,000 people are released annually from the Illinois Department of Corrections, and over half of these individuals return to Chicago. Trying to reestablish one's life after prison is a daunting task and trying to find a job post-release can often seem nearly impossible. As service providers, you're tasked with the enormous responsibility of helping your clients with criminal histories find gainful employment. Not only do you have to help your job seekers put together resumes, but you have to be well-versed in the justice system itself. By default you need to learn how to read rap sheets, know the rules related to sealing and expungement and help your job seekers navigate various employment laws. No easy task! This class provides you with all the tools and resources you need to effectively help your clients with criminal histories find jobs.

Topics covered include:

- Understanding the Illinois Criminal Justice System
- Learning about the challenges of reentry
- Conducting quality intake assessments
- Identifying the legal remedies available to ex-offenders
- Addressing employer concerns and understanding employment laws
- Coaching the job seeker through the initial application process and interview

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WORKING WITH JOB SEEKERS WITH DISABILITIES (7 hours)

Job seekers with physical, mental or developmental disabilities may require more specialized job development services. In addition to typical employment considerations, you may need to think about issues of disclosure, implementation of adaptive technology or medication compliance. You might also need to use alternative methods of job matching, including job sharing or job carving. All of these topics and more will be covered in this interactive training.

Topics covered include:

- Understanding the disability landscape in Chicago
- Best practices, programs and strategies in working with job seekers with disabilities
- How to best assess and advocate for your clients with disabilities
- Understanding some of the barriers your job seekers face in finding employment
- How to make yourself and your organization an asset to employers



Anyone can have a hidden disability. This class increased my awareness about how I speak and act with everyone.

—FFTI Alum



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BEST PRACTICES IN YOUTH DEVELOPMENT (7 hours)

In this class, participants are given a formula to gauge the effectiveness of their choices when engaging and interacting with the challenging behavior present in youth services. Through experiential learning and situational activities, participants will gauge their reaction and intervention skills based on their role, the reasonability of authority given that role and the developmental needs of the youth. Participants will explore concepts such as positive peer culture, scaffolding, the ABC of needs, the Hart Ladder of Youth development and the threat cycle of youth. Additionally, participants will look at how the choices of punishing, ignoring, challenging and coaching your clients can have a psychological outcome that can exacerbate or promote the developmental growth of the youth.

Topics covered include:

- Creating a list of actions to promote a healthy and supportive environment
- Conducting teachable moments that address cultural diversity and respect
- Building a positive peer culture within your agency's environment
- Examining your flight–fight–flee response to conflict and how that impacts your response to youth challenges
- Modeling effective decision making skills and goal setting practices
- Defining unhealthy practices in addressing youth behavior
- Developing strategies to process crisis and conflict with your youth

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EMPLOY LIT: HELPING CLIENTS WITH LOW LITERACY (8 hours)

Do you work with clients who have low literacy skills? Discover how to adapt your job readiness instruction to meet the needs of adults with low educational levels or classes with mixed levels. Delivered by Literacy Works' adult education specialists, this two-part course will help you understand the learner with low literacy skills and develop effective instructional methods specifically for the job readiness classroom. Designed for instructors and administrators who work with English-speaking clients, this interactive course is informative and hands-on. Each participant receives a free copy of Literacy Works' 50-page Employ Lit reference guide, including sample job-readiness activities and reproducible masters.

Topics covered include:

- Recognizing when clients have literacy needs and accommodating them in the classroom
 - Implementing interactive classroom activities that build confidence and competence among clients at all educational levels
 - Creating, selecting, and adapting materials for clients in mixed-level classrooms
 - Encouraging adults to improve their literacy skills and continue their education



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TRAINER BIOS



Liz Bomgaars

Liz is a Senior Policy Associate at the Chicago Jobs Council (CJC). Part of her responsibilities include working with local providers and other stakeholders to meet the specific workforce needs of people with criminal records, out-of-school youth and other disadvantaged populations. Liz has been a facilitator with FFTI since 2008, focusing specifically on the Workforce Investment Act (WIA) and job seekers with criminal histories.

Prior to joining CJC, Liz worked with at-risk youth at Mercy Home for Boys and Girls in Chicago. She has a B.A. from Boston College and an M.A. from the University of Chicago's School of Social Service Administration.

Joe Chiappetta

Joe is the Director of Workforce Development for Disabilityworks, a division of the Chicagoland Chamber of Commerce. Serving on Chicago's Mayoral Task Force on the Employment of People with Disabilities, Joe was one of the key work group members who helped promote the formation of Disabilityworks. He has been involved in the disability/employment educational field since 2001, helping businesses find qualified workers with disabilities, as well as providing training to businesses and non-profits throughout Illinois. He is one of the founders of the EmployAlliance network of job developers and their former statewide coordinator. Joe is also an award winning entrepreneur in the arena of graphic novel writing, cartooning, marketing and publishing. He has a B.A. from Northern Illinois University.

Ellen Johnson

Ellen is the Director of CJC's Frontline Focus Training Institute. Her responsibilities include developing, designing and revising training curriculum; facilitating customized trainings; and engaging in strategic outreach to expand the program's offerings. Ellen has been a facilitator with FFTI since 2008, focusing specifically on topics related to job development.

Prior to joining CJC, Ellen worked as the Director of Development at a small nonprofit organization in North Carolina. She has a B.A. in English Writing and Sociology from Drake University and Master's degrees in both Social Work and Public Administration from the University of North Carolina at Chapel Hill.

Jennifer Keeling

Jennifer is the Director of City Policy at CJC. In her work, she advocates for the integration of the workforce and economic development systems, increased workforce development investment and meeting the workforce needs of particular disadvantaged populations. Jennifer has been a facilitator with FFTI since 2007, focusing specifically on WIA and the workforce development system.

Prior to joining CJC, Jennifer worked as a job developer and program manager at the Coalition for the Homeless' job training program for women in New York City. She has a B.A. in Sociology from Middlebury College and an M.A. from the University of Chicago's School of Social Service Administration.

Alberto Ortega

Alberto currently works as a Workforce Development Manager at the Alternative Schools Network in Chicago and is an alum of the Frontline Focus Training Institute. He has eight years of experience in the nonprofit sector, seven of which have been in workforce development. In 2005, he founded and now helps manage the Workforce Employer Resource Collaborative (WERC), a collaborative that matches employers to people, connects people to jobs and collaborates with 25-nonprofits to get it done. Alberto has been a facilitator with FFTI since 2008, focusing specifically on the topics of employer engagement and retention.

Alberto has a B.A. in Sociology from Loyola University Chicago and an M.A. from The University of Chicago's School of Social Service Administration.

TRAINER BIOS



Dillan Siegler

Dillan Siegler is the Program Director for Chicago Careers in Public and Social Service at the University of Chicago's Career Advising and Planning Services (CAPS). She has over 12 years of experience in the nonprofit sector, and has worked on numerous issues, including community and workforce development, health care and AIDS research, and individual and leadership development. Dillan has been a facilitator with FFTI since 2008, focusing specifically on the topics of employer engagement, retention and labor market information.

Dillan has a B.A. in Psychology from Yale University and an M.B.A. from the Booth School of Business at the University of Chicago.

Wally Smith

Wally is the System Manager of Learning and Development at Provena Health and an adjunct faculty member with Lewis University. Additionally, he is a practicing coach and trainer in the areas of Leadership Development and Performance Management, and the founder of LPM Associates. Throughout his career, Wally has assisted hundreds of managers and supervisors to develop and enhance their leadership skills. Wally has been a facilitator with FFTI since 2003, focusing on the topics of job development, time management and leadership.

Wally has an M.A. in Management and Organizational Behavior from Benedictine University and is currently pursuing doctoral studies at Northern Illinois University.

Megan Winzeler

Megan is the Director of Administration at CJC. In her work, she contributes to the daily administrative operations of the organization and helps streamline management systems and processes. She is also responsible for guiding the continued development of the WIRE (Workforce Information and Resource Exchange), an online portal to timely and relevant workforce data. Megan helped launch FFTI when it first began in 2003 and has been a facilitator since 2011 focusing on topics related to job development.

Prior to joining CJC, Megan worked at a Detroit charter public school where she coordinated an internship program for junior high school students. She holds a B.A. in English from Colgate University and an M.P.P. in Public Policy from the University of Michigan's Gerald R. Ford School of Public Policy.

Kara Burrell Wright

Kara has several years of experience as a facilitator, speaker and consultant for both for-profit and nonprofit organizations alike. Through her work, Kara ignites meaningful dialogue and provides a safe space for individuals to connect around difference. She recently founded Mindhearted, Inc. (www.mindhearted.com), a resource dedicated to building better communities through diversity education for all who connect with children. Kara has been a facilitator with FFTI since 2003, focusing specifically on the topics of cultural competence and diversity awareness.

Kara has a B.A. in speech communication from Southern Illinois University at Carbondale and an M.A. in Communication with a specialization in multicultural and corporate communication from DePaul University.

St. Augustine College Institute for Workforce Education

FFTI partners with St. Augustine College's Institute for Workforce Education to deliver several of its courses (www.iwetraining.com). Trainers from IWE are highly skilled, certified in their areas of expertise and possess real-world experience in the subject matters they teach. Trainers go through a rigorous vetting process in order to teach at IWE. Individual bios are available upon request.

Literacy Works

Literacy Works' mission is to fulfill the promise of a basic human right: to read, write, and interpret the world (www.litworks.org). To accomplish its mission, Literacy Works promotes adult literacy and family literacy in Chicago through training to volunteer tutors, unique workshops for adult literacy students, and an array of services that strengthen community-based adult and family literacy programs.



FRONTLINE FOCUS

THE CHICAGO JOBS COUNCIL
TRAINING INSTITUTE

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