



# Frontline Focus Flyer

QUARTERLY NEWSLETTER FOR WORKFORCE PROFESSIONALS

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## Behind the Frontline . . .

It's been a busy and exciting summer for the Frontline Focus Training Institute. We received several requests to facilitate customized trainings from our member organizations and other stakeholders. So far this fall we have hosted cultural competency workshops, webinars on labor market information, and performance management classes to the following partners: New Sector Alliance, LISC, Easter Seals, La Casa Norte, and North Lawndale Employment Network. We are more than happy to create customized trainings from our existing curricula, combine topics to create a more tailored experience, or develop something entirely new to fit your needs. If you feel your organization could benefit from a customized training please contact Ellen at [ellen@cjc.net](mailto:ellen@cjc.net).

This summer, we officially graduated 5 individuals from our certification program! We want to congratulate Eric Courts, Adrienne Cox, RJ Douge, Carolyn McDaniel, and Kaylin Travis for their accomplishments! We also want to recognize those who are well on their way to completing their FFTI certification this year—we have 17 individuals on track to graduate next summer! As a reminder, FFTI offers two different course tracks: Job Development and Leadership. Each track requires the completion of 50 hours of training. For a full list of our course offerings and pricing structure please check out our [course catalog](#). And remember, all classes can be taken a la carte which means you can attend a training even if you are not pursuing certification.

### FWA: Have you been to a meeting?

On September 11th the Frontline Workforce Association (FWA) hosted a training on Motivational Interviewing, a brief intervention strategy used to increase client engagement and retention. We had a record high attendance of 67 people and due to the popularity of the event, FFTI is exploring offering this as a full-day workshop. We want to especially thank Sarah Suzuki of Chicago Compass Counseling, LLC, for facilitating the event and ICNC for hosting us. And, as always, we want to thank the FWA Steering Committee for all their help in creating and ensuring the training's success! In case you missed it, [click here](#) to download a copy of the PowerPoint presentation as well as the supplemental handouts. As a reminder, FWA is a free group that helps connect frontline professionals in ways that enable them to better collaborate, support one another, and make referrals. If you want to learn more or have new meeting ideas, please contact Ellen to share your opinions.



### New Intern Alert!

We are happy to welcome Alex Ziskind to the FFTI team! Alex is getting her Masters from the University of Illinois at Chicago's Jane Addams College of Social Work. She brings with her skills and experience in program development, social media, and grant writing. We're excited to have Alex on board for the next year where she will be assisting FFTI in carrying out its capacity building mission and efforts!

### Mission

The Frontline Focus Training Institute delivers trainings and resources to help frontline workforce professionals build their capacity to better meet the employment needs of disadvantaged job seekers, low-income workers and employers. We currently offer nine different trainings in four programmatic areas.

### Thank You . . . to our funders!

- Alphawood Foundation
- Bank of America
- Chicago Tribune Charities, a Fund of the McCormick Foundation
- Fry Foundation
- Harris Bank
- Joyce Foundation
- Polk Bros. Foundation
- TJX Foundation
- UPS

With this generous operational support, CJC is able to keep fees for training courses affordable for Frontline Focus participants.

## Frontline Focus Catalog

For those of you that haven't heard, Frontline Focus has a new menu of course offerings! You can now take advantage of the following:

- More trainings
- Track system
- Certification options
- Flexible scheduling
- Early-bird pricing

Click on the catalog image below to find out more!



If you want to become a member of CJC . . .

Please visit [cjc.net/membership/](http://cjc.net/membership/)

Or contact America Lewis at: [america@cjc.net](mailto:america@cjc.net)  
312.252.0460 x800

As a CJC member, you will have the opportunity to:

- Receive discounted rates on Frontline Focus trainings
- Attend CJC's Member Meetings free of charge
- Promote your services through CJC's online Member Directory
- Vote on members of CJC's Board of Directors
- Post job openings at your organization on CJC's website

Become a fan of CJC on FACEBOOK!

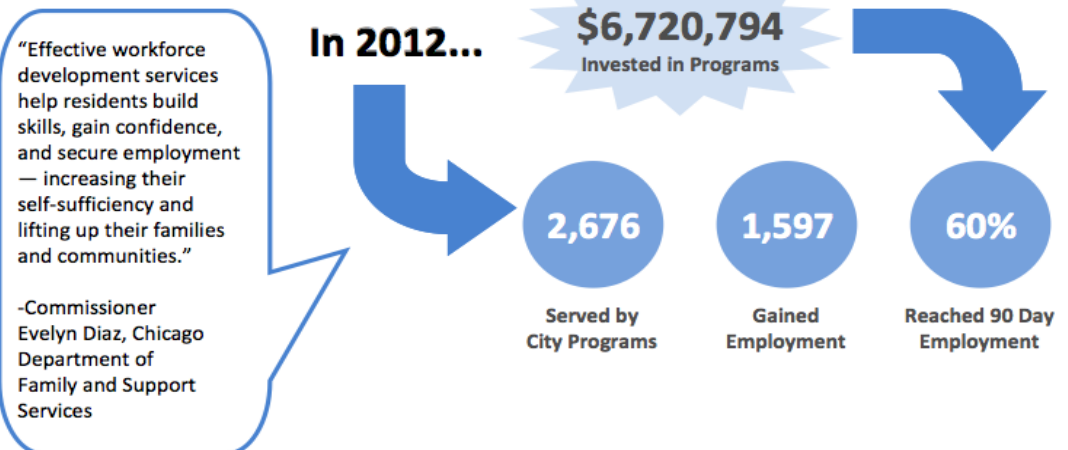


## CJC's City Budget Advocacy

As the finalization of the 2014 City budget approaches, CJC is partnering with its member organizations to advocate for continued investment in workforce development services that meet the needs of Chicago's hardest to serve residents. In order for the Department of Family and Support Services (DFSS) to continue to designate resources for these workforce programs, it's imperative that the City budget maintain funding levels for these services. DFSS has made a concerted effort to target services to individuals with criminal records, individuals who are homeless or at risk of homelessness, and individuals with limited English proficiency. If you are interested in learning more about how DFSS investment benefits the three target populations listed above, please click [here](#).

The graphic below clearly shows that DFSS has invested in programs that are not only effective, but touch thousands of lives. Reduced funding for DFSS would have a huge impact on local workforce programs and the individuals they serve. This [map](#) shows the neighborhoods where DFSS delegate agency sites are located, as well their unemployment rates, thus underscoring the need for locally funded services. CJC is currently coordinating with local providers to do outreach with City Council aldermen in order to encourage continued City investment in critical workforce services.

### DFSS Program Statistics



## Frontline Workers' Corner

FFTI is committed to disseminating best practices to workforce development professionals. The purpose of the Frontline Workers' Corner is to share information we believe will be beneficial to your practice. This quarter's corner includes tips for building rapport with potential clients or employers; a skill necessary to the field, but one that can also be challenging. Here are some quick tips that can help you make that connection:

- **Mirroring** - Copying someone's body language, mannerisms, and even repeating their words is a great way to build rapport. Research shows people tend to feel more comfortable around people who are like them thus creating positive feelings and increased responsiveness.
- **Transparency** - Honesty is the best policy in workforce development. While a white lie might be easier to tell than the truth in order to protect your client; being honest will make you a more trustworthy source.
- **Consistency** - Keeping your appointments, being on time, and sending memos as promised are all things you can do to build a positive relationship.
- **Avoid Overpromising** - It may seem tempting to promise things to your client that are not a guaranteed; however when that falls through all you have left is a broken agreement and a fractured relationship.
- **Remember the Basics** - There are certain staples of good communication that we may forget, because of our hectic schedules or otherwise. However, they are so important in building a positive relationship. Greeting someone with a firm handshake, making eye contact, and facing the client and not your computer are all key components in creating rapport.
- **No Interruptions** - Avoid taking interruptions when meeting with clients. It makes them feel unimportant and quickly erodes trust.

## Dashboard:

To help evaluate our performance and communicate our outcomes, FFTI has developed a metrics dashboard. See our highlights to the right and click [here](#) to view the full report.

# Frontline Focus Training Institute Performance Dashboard



July 1, 2012—June 30, 2013

Notable  
Numbers

386

Job Developers  
Trained

536

Training Seats  
Filled

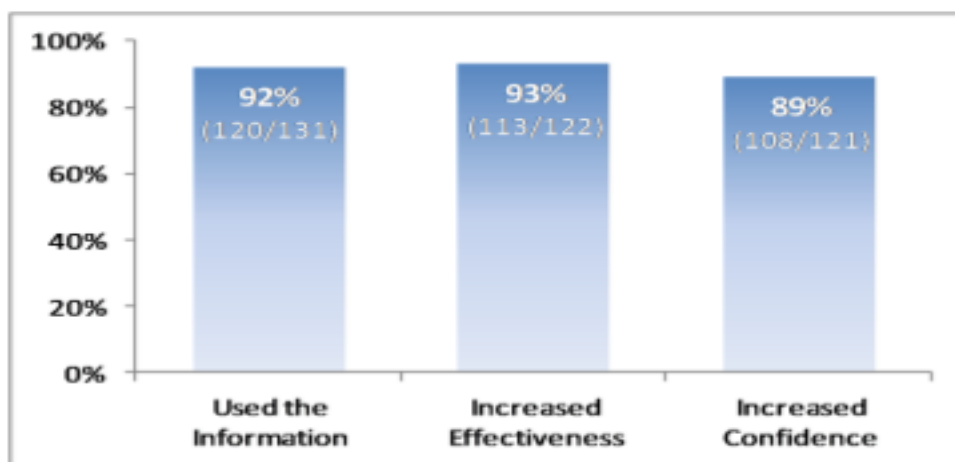
80

Repeat  
Customers

137

Organizations  
Served

Five weeks after attending training, survey respondents reported that they had...



**99%** of surveyed participants would recommend Frontline Focus trainings to a colleague

FWA

FWA is run by a steering committee of committed FFTI alums:

- Dan Edelbeck, *The Cara Program*
- Lily Bradford, *North Branch Works*
- Malachi Kelly, *JVS*
- Lindsay Peters, *Youth Job Center of Evanston*
- Lisa Meyer, *Inspiration Corporation*
- Teneshia Morgan, *Goldie's Place*
- Carmen Myers, *Greater West Town Training Partnership*
- Katie Pieper, *Easter Seals, Inc.*

111

Job Developers  
Served

59

Organizations  
Served

60%

Participants  
who were  
new to FFTI

Our FY 2014 FWA committee also includes:

- Kimberly Ingram, *Mercy Housing*
- George Crouse, *CJG Communications*
- Alex Niemczewski, *JARC*

# Upcoming Events

Office Closed

Working Group Meeting  
9:30 - 11:30am

October 2013						
S	M	Tu	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November 2013						
S	M	Tu	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December 2013						
S	M	Tu	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

**Designing and Conducting Transformational Job Readiness Trainings (2 day training)**  
9:00am-4:00pm/day

**Employ Lit: Working with Clients with Low Literacy (2 day training)**  
9:00am-1:00pm/day

**Performance Management**  
9:00am-4:00pm

**Reducing Turnover: Becoming a Retention Agent**  
9:00am-4:00pm

**Conducting Quality Intake Assessments**  
9:00am-12:00pm

**Managing Through Crisis**  
9:00am-4:00pm

**Intro to Workforce Development**  
9:00am-12:00pm

## Course Descriptions

### Designing and Conducting Transformational Job Readiness Trainings

(\$150 member/\$230 non-member)

This two-day train-the-trainer workshop focuses on the key tools needed to develop an effective training program while addressing the needs of the whole person in front you.

### Employ Lit

(\$75 members/\$115 non-members)

This two-part course will help you develop effective instructional methods specifically for clients with low literacy in your job readiness classroom.

### Performance Management

(\$75 members/\$115 non-members)

Join us for this full day training on how to be a more effective leader. Learn how to use coaching skills and influence to help your team's productivity and increase performance outcomes.

### Reducing Turnover: Becoming a Retention Agent

(\$75 member/\$115 non-member)

This full day training will focus on infusing retention strategies at every stage of the employment process to ensure job seekers' retention both in your program and on-the-job.

### Conducting Quality Intake Assessments

(\$50 member/\$75 non-member)

Spend this three hour training learning different techniques and strategies to make the most of the intake interview process.

### Managing Through Crisis

(\$75 member/\$115 non-member)

The goal of this full day training is to help you understand how your management style is effected by crisis and what you can do to keep your cool. Learn how to navigate difficult crises and challenges that may come your way.

### Intro to Workforce Development

(\$50 member/\$75 non-member)

This is the perfect training for all workforce development professionals - newbies or vets! Learn who is served, what the various funding streams are, and how to navigate the different challenges of the system.

### Working Group Meeting

(Free)

Held the second Tuesday of every month, this group meets to discuss local, state and federal workforce policies. The group is free and open to all workforce development professionals. Please contact Crispina Ojeda Simmons at [crispina@cj.net](mailto:crispina@cj.net) for more information.



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