Professional development for the workforce field

Expand your network.
Build your skills and knowledge.
Advance your career.
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MISSION AND VISION
The Frontline Focus Training Institute (FFTI) 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.

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 is the main capacity building initiative of Chicago Jobs Council (CJC), a 36-year old non-profit organization that aims to move people out of poverty through employment using on-the-ground expertise, advocacy, and capacity building. CJC launched FFTI in 2003 based on community research that indicated workforce development staff lacked professional development opportunities. From its early beginning 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 as one of the only organizations in the Midwestern region dedicated to such a mission. To date, FFTI has trained over 4,000 workforce professionals from 700 different organizations.

WHAT WE DO
FFTI offers twenty four different courses each year to support the professional development of frontline and leadership staff at workforce and related social service organizations. Courses are offered in three, optional certification tracks:
- **Job Developer Track** for frontline staff who work with both job seekers and employers
- **Leadership Track** for workforce supervisors and emerging leaders
- **Client Services Track** for case managers, intake specialists, and other direct service staff

You can follow the program tracks to receive certification or take classes on an ad hoc basis to complement your on-the-job learning experience (see page 5 for more information on certification options).

Frontline Focus trainings are extremely interactive and encourage experiential learning. Facilitators include experienced CJC staff, expert consultants, leaders in the field, and professionals from our training partners.

To find out more about CJC, Frontline Focus, and register for upcoming trainings, visit us at [cjc.net](http://cjc.net)!
CUSTOMIZED TRAINING
Frontline Focus also offers customized trainings to organizations across the country to support their professional development. We can train your entire staff using one of our existing public calendar curricula, combine topics to create a more tailored experience, or develop something entirely new to fit your organization’s needs. We are also available to present at workshops or conferences hosted by your agency. Pricing for customized training is negotiable and based on multiple factors including time, content, preparation, and travel. Contact Kaitlyn McGovern, Program Associate, at kaitlyn@cjc.net with your professional development needs and we’ll work with you to create a meaningful training experience!

FRONTLINE WORKFORCE ASSOCIATION
The Frontline Workforce Association (FWA) was formed in 2010 to connect frontline professionals in ways that enable them to network and recharge outside of the office. FWA meetings take place on a bi-monthly basis and are designed to be interactive and give participants a chance to share best practices, troubleshoot common problems, and learn new skills not covered in our public calendar trainings. Meeting topics and logistics are coordinated by a steering committee of FFTI alumni. 2017 FWA meeting topics included: self care for frontline practitioners, mental health and the employment process, partnering with staffing agencies, and resources for job seekers pursuing entrepreneurship. FWA is open to all frontline workforce development staff, regardless of past involvement with FFTI and all meetings are free of charge. Up to 3 FWA meetings (6 hours total) can be used towards fulfillment of elective hours for track certification.

LICENSING
In an effort to make our trainings accessible to the national workforce development field, FFTI is able to license its curriculum to workforce development providers that lack access to professional development opportunities in their area. For questions about this training option, please contact Ellen Johnson, Director of Frontline Focus, at ellen@cjc.net.

ONLINE RESOURCES
Chicago Jobs Council offers several online resources to support your professional development. On a quarterly basis, FFTI publishes its e-newsletter, the Frontline Focus Flyer, which is designed to keep providers up-to-date on relevant news from FFTI and the workforce field. In addition, we have our Frontline Focus LinkedIn Group, which helps workforce professionals to connect and share best practices, articles and tools. Finally, CJC’s WIRE website (wire.cjc.net) serves as a portal to timely and relevant workforce data.

MEMBERSHIP
Gain greater access to Chicago Jobs Council resources and information by becoming a member. Benefits include significant discounts on FFTI trainings! Contact Cheryl Hester, FFTI Administrator, at cheryl@cjc.net or 312.252.0460 x108 for more information.
<table>
<thead>
<tr>
<th>COURSE NAME</th>
<th>CLASS DATES</th>
<th>COURSE HOURS</th>
<th>PRICE (MEMBER/ NON-MEMBER)</th>
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<td>July 13, 2017</td>
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<td>Job Developer Orientation</td>
<td>February 1, 2018</td>
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<td>Beyond the Basics: Job Development in Practice</td>
<td>August 23, 2017</td>
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<td>Becoming an Industry Insider</td>
<td>Sep. 19 &amp; 26, 2017</td>
<td>6</td>
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<td>Pitch Clinic</td>
<td>April 12, 2018</td>
<td>3</td>
<td>$60/85</td>
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<tr>
<td>Reducing Turnover: Becoming a Retention Agent</td>
<td>October 25, 2017</td>
<td>7</td>
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<tr>
<td>Reducing Turnover: Becoming a Retention Agent</td>
<td>May 23, 2018</td>
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<tr>
<td>Implementing Workforce Best Practices</td>
<td>July 19, 2017</td>
<td>7</td>
<td>$95/135</td>
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<tr>
<td>Adaptive Advantage:</td>
<td>August 29, 2017</td>
<td>7</td>
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<tr>
<td>Leading with Purpose</td>
<td>September 28, 2017</td>
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<td>Performance Management</td>
<td>November 2, 2017</td>
<td>7</td>
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<tr>
<td>Making Metrics Matter</td>
<td>January 24, 2018</td>
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<td>Conducting Quality Intake Assessments</td>
<td>October 19, 2017</td>
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<td>Motivational Interviewing</td>
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<td>Asset-Based Coaching</td>
<td>February 7, 2018</td>
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<td>$60/85</td>
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<td>Documentation of Case Notes</td>
<td>March 23, 2018</td>
<td>4</td>
<td>$60/85</td>
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<tr>
<td>Delivering Trauma-Informed Care</td>
<td>May 18, 2018</td>
<td>7</td>
<td>$95/135</td>
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<td>Cultural Competency 101 <em>required for all certification tracks</em></td>
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<td>7</td>
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<td>Workers’ Rights for Your Job Seekers</td>
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<td>14</td>
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<td>From Records to Re-Entry</td>
<td>Aug. 16 &amp; 17, 2017</td>
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<td>Career Foundations Teacher Training</td>
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<td>7</td>
<td>$95/135</td>
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<tr>
<td>Group Facilitation: Key Techniques for Effective Practice</td>
<td>March 28, 2018</td>
<td>7</td>
<td>$95/135</td>
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<tr>
<td>WIOA 101</td>
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<td>3.5</td>
<td>$60/85</td>
</tr>
<tr>
<td>Supporting Clients who are Beginning Readers</td>
<td>April 18, 2018</td>
<td>6</td>
<td>$95/135</td>
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FRONTLINE FOCUS CERTIFICATION

Frontline Focus certification provides a unique opportunity to take your professional development to the next level—demonstrating to current and future employers your expertise in workforce development. Through the completion of **50 hours of coursework**, including six core courses and a select number of elective hours, you learn essential best practices to perform your job more effectively. We offer three different certification tracks: **Job Development**, **Leadership**, and **Client Services**. While you may take as long as you’d like to pursue FFTI certification, it is possible to complete track requirements within one year. Once you have completed all the requirements for a particular track, you are awarded your course track certification at CJC’s annual graduation ceremony in June. Additionally, when you register for all of the core courses in a track at once, you receive 20% off the training price!

*“FFTI Certification was extremely valuable and added to my leadership skills tremendously!”*
- FFTI Annual Survey respondent

<table>
<thead>
<tr>
<th>Job Developer Track</th>
<th>Required core courses include (37 hours):</th>
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<tbody>
<tr>
<td>1.</td>
<td>Job Developer Orientation</td>
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<td>2.</td>
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<td>3.</td>
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<tr>
<td>6.</td>
<td>Cultural Competency 101</td>
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<td>*</td>
<td>In addition, 13 elective hours must be completed.</td>
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<tr>
<th>Leadership Track</th>
<th>Required core courses include (42 hours):</th>
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<tbody>
<tr>
<td>1.</td>
<td>Implementing Workforce Best Practices</td>
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<tr>
<td>3.</td>
<td>Leading with Purpose</td>
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<td>4.</td>
<td>Performance Management</td>
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<td>5.</td>
<td>Making Metrics Matter</td>
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<tr>
<td>6.</td>
<td>Cultural Competency 101</td>
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<td>*</td>
<td>In addition, 8 elective hours must be completed.</td>
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<tr>
<th>Client Services Track</th>
<th>Required core courses include (33 hours):</th>
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<tbody>
<tr>
<td>1.</td>
<td>Conducting Quality Intake Assessments</td>
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<tr>
<td>2.</td>
<td>Motivational Interviewing</td>
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<td>3.</td>
<td>Asset-Based Coaching</td>
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<td>4.</td>
<td>Documentation of Case Notes</td>
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<tr>
<td>5.</td>
<td>Delivering Trauma-Informed Care</td>
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<tr>
<td>6.</td>
<td>Cultural Competency 101</td>
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<tr>
<td>*</td>
<td>In addition, 17 elective hours must be completed.</td>
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To sign up for certification and save 20% by registering for all core courses at once, contact Cheryl Hester, FFTI Administrator, at cheryl@cjc.net or 312-252-0460x108.
LOCATION AND TRANSPORTATION
Unless otherwise specified, all training courses take place at the Chicago Jobs Council office: 29 E. Madison Street, Suite 1700-C, 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. Parking is also available in several nearby garages: Millennium Park Underground (Michigan Ave. at Randolph); Adams-Wabash Self Park (17 E. Adams); and valet parking at 5 S. Wabash.

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 best assist you.

FOOD
Breakfast and lunch are provided for full day trainings. Breakfast will be provided for half-day trainings. If you have any dietary restrictions or allergies, please contact Cheryl Hester.

REGISTRATION & PAYMENT
Registration is available online at our website, www.cjc.net/frontline-focus. Registrations are accepted on a rolling basis until each training has reached its maximum capacity of 25 people. Once a training fills to capacity, registrants will be placed on a waiting list. Should a spot open up prior to the start of class, you will receive an email confirming your participation. For high-demand courses, enrollment may be limited to two practitioners from a single agency.

Payment can be made by credit card online at the time of registration. If you are a CJC member, in order to access the member rate, you will need to be logged in to your CJC account. Checks can be mailed and made payable to the Chicago Jobs Council. All payment arrangements should be made 24 hours prior to the start of the training. You will not receive a certificate of completion until payment is received. If payment is not received within a week after your scheduled course, you will be subject to a $25 late fee on top of your original registration fee.

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 24 hours 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 their 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.

If you are having difficulties registering, contact Cheryl Hester, Frontline Focus Administrator, at 312.252.0460 x108 or cheryl@cjc.net for help.
JOB DEVELOPER ORIENTATION

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
- Crafting and delivering a persuasive employer pitch
- Handling employer objections
- Asking the right client intake questions

Cost: $95/member; $135/non-member
Dates: July 13, 2017; February 1, 2018
Course Duration: 9:00am-4:00pm (7 hours)
Facilitator: Kaitlyn McGovern, Chicago Jobs Council

“As someone new to the field, I now feel better equipped to serve both job seeking clients and employers.”

- Job Developer Orientation attendee

BEYOND THE BASICS: JOB DEVELOPMENT IN PRACTICE

Job development can be tricky; it takes a lot of practice, perseverance and patience. You have to juggle multiple priorities, balance the needs of two distinct clients—job seekers and employers—and provide consistent and quality customer service to a variety of stakeholders. This class will address these nuances and provide best practices for some of the more nitty-gritty aspects of job development. Specifically, we’ll discuss tips for networking and collaboration, strategies for troubleshooting when things go wrong with employers and job seekers alike, and tools for managing client’s expectations. This class is a “must-take” for job developers wanting to increase their skills!

Topics covered include:
- Demystifying the networking process
- Making the most of collaboration
- Assessing our employer partners
- Using contracts and “insurance cards” to help manage job seeker expectations
- Troubleshooting when things go wrong with employers

Cost: $95/member; $135/non-member
Dates: August 23, 2017; March 7, 2018
Course Duration: 9:00am-4:00pm (7 hours)
Facilitator: Kaitlyn McGovern, Chicago Jobs Council
BECOMING AN INDUSTRY INSIDER

There are a number of online tools and websites that can help you be more successful in working with both employers and job seekers. For example, knowing where to find and how to use labor market information can help you develop and deepen employer relationships. Additionally, online interest assessments can be a great starting point for connecting your job seeker with a career they’ll love. This class will introduce you to a wide variety of tools that can be used to understand career growth opportunities, determine salaries for different job titles, discover which industries are growing, which businesses are downsizing, and what training and education is necessary for your clients.

Topics covered include:

- Identifying useful labor market information online
- Filtering data to understand labor market trends
- Teaching job seekers to use data to find an appropriate career path
- Using online assessments to help your job seekers identify their skills and passion

Cost: $95/member; $135/non-member
Dates: September 19 & 26, 2017
Course Duration: Two half days; 9:00am-12:00pm (6 hours)
Facilitator: Eric Halvorson, Chicago Jobs Council

*This class is computer-based and will be taught in a computer lab outside of CJC’s offices.
*Due to the cumulative nature of this work, we ask that you commit to both days of training.

PITCH CLINIC

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 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 employers and HR professionals. With their feedback, you’ll be “pitch-perfect” in no time!

Topics covered include:

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

Cost: $60/member; $85/non-member
Date: April 12, 2018
Course Duration: 9:00am-12:00pm (3 hours)
Facilitator: Kaitlyn McGovern, Chicago Jobs Council
REDUCING TURNOVER: BECOMING A RETENTION AGENT

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 your programming by examining the 4 P’s of your organization: people, priorities, processes and place. We will focus on strategies to help you improve your job seekers’ retention both in 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
- Creating a foundation for retention in your organization by developing an action plan

**Cost:** $95/member; $135/non-member

**Dates:** October 25, 2017; May 23, 2018

**Course Duration:** 9:00am-4:00pm (7 hours)

**Facilitator:** Kaitlyn McGovern, Chicago Jobs Council

IMPLEMENTING WORKFORCE BEST PRACTICES

You’ve been working with both job seekers and employers for a while now and you feel confident in your skills. But, maybe you’ve been wondering if there is more you and your organization can be doing to ensure quality, long-lasting employment for your clients. Are there practices that other organizations have found to be effective in building job seeker skills and engaging employers? In this course, we will address these questions by exploring evidence-based best practices in workforce development—both for preparing qualified job seekers and deepening relationships with employers. You will also walk away with a concrete plan for how to improve your organization’s programming!

**Topics covered include:**
- Using checklists to ensure your job seekers are “job ready”
- Developing an effective interview and referral process to ensure job seekers are the right fit for your organization and where to send them if they’re not
- Brainstorming strategies to engage employers throughout your organization
- Collecting and reflecting on employer feedback to improve your customer service

**Cost:** $95/member; $135/non-member

**Date:** July 19, 2017

**Course Duration:** 9:00am-4:00pm (7 hours)

**Facilitators:** Ellen Johnson & Kaitlyn McGovern, Chicago Jobs Council
**ADAPTIVE ADVANTAGE: PRACTICES FOR IMPROVING YOUR ORGANIZATION**

As a leader, you’re constantly thinking about how to ensure your organization stays adaptive and relevant in an ever-changing workforce field. It takes a lot of effort to achieve this adaptability — you need to be regularly taking a hard look at what’s working in your programming and what you might need to adjust or improve. You also need to cultivate an organizational culture that encourages and celebrates innovation. While this is challenging and time-intensive work, we’re here to help! In this interactive course, we’ll look at evidence-based strategies to help you build this culture of continuous improvement and you’ll walk away with concrete ideas and action steps to get started!

**Topics covered include:**

- Cultivating an organizational culture that values innovation
- Hiring and on-boarding a passionate, diverse staff team
- Effectively communicating your organization’s value and results
- Developing a strategic, sustainable funding plan

**Cost:** $95/member; $135/non-member  
**Date:** August 29, 2017  
**Course Duration:** 9:00am-4:00pm (7 hours)  
**Facilitator:** Ellen Johnson & Kaitlyn McGovern, Chicago Jobs Council

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**LEADING WITH PURPOSE**

You used to be a job developer but you’ve recently 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, as well as 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
- 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
- Bridging the gaps in your staff and building trust
- Handling difficult conversations with your employees

**Cost:** $95/member; $135/non-member  
**Date:** September 28, 2017  
**Course Duration:** 9:00am-4:00pm (7 hours)  
**Facilitator:** Wally Smith, LPM Associates

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“I learned more about myself and how I can most effectively communicate with my staff.”  
— Leading with Purpose participant
PERFORMANCE MANAGEMENT

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 as well as manage the interpersonal dynamics of your team to ensure 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 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

Cost: $95/member; $135/non-member
Date: November 2, 2017
Course Duration: 9:00am-4:00pm (7 hours)
Facilitator: Wally Smith, LPM Associates

MAKING METRICS MATTER

Of course metrics matter! At a time when resources are tight, funders are increasingly focused on the “results” your program produces. And, as an organizational leader, you want to know how well you are accomplishing your mission. But it’s sometimes hard to get frontline staff to “buy-in” to both producing and using quality data. Staff may experience requests for data as an extra burden; or working with technology and numbers may just not be their strength. In this course, you will learn approaches for helping staff experience data—both quantitative and qualitative—as a useful resource for improving services to jobseekers and employers, and you’ll gain ideas for building a culture where data is a tool for learning, not just accountability.

Topics covered include:

- Identifying the types of data that “matter” to help you manage toward results
- Engaging staff in using data to test their “hunches” about what’s contributing to performance
- Using data to jump to questions, not conclusions
- Creating reports that are useful for your staff
- Creating a positive learning environment around data

Cost: $95/member; $135/non-member
Date: January 24, 2018
Course Duration: 9:00am-4:00pm (7 hours)
Facilitator: Marty Miles, Marty Miles Consulting
CONDUCTING QUALITY INTAKE ASSESSMENTS

The intake assessment. You fill out some forms, your client answers some questions and voila! The relationship has begun. Easy, right? Maybe not. You have a limited amount of time to ask some fairly sensitive questions to clients who may not want to share the information you need to collect. In this session, we will begin to address this inherent tension. We’ll introduce the ideas of active listening, creating a safe space, and asset versus deficit based assessment. Through role play activities, we will identify ways you can make the intake interview more conversational, probe deeper for added information and feel more comfortable asking those sensitive questions.

Topics covered include:
- Understanding the characteristics and benefits of active listening
- Identifying the difference between asset-based and deficit-based assessment
- Creating a safe space for job seeker intake assessments to happen
- Overcoming resistance from our clients towards the intake process

Cost: $60/member; $85/non-member
Date: October 19, 2017
Course Duration: 9:00am-1:00pm (4 hours)
Facilitator: Kaitlyn McGovern, Chicago Jobs Council

MOTIVATIONAL INTERVIEWING

Motivational Interviewing (MI) is an evidenced-based practice designed to the client’s own motivation to change. MI works best with clients who are ambivalent, resistant, or difficult to engage. MI can be used by job developers and frontline staff to commit to change goals and actually follow through. Through the use of specific conversational skills and strategies, frontline staff can help clients take ownership over achieving their desired outcomes. In this full day course, you’ll have the opportunity to practice the basic techniques of MI and understand how you can apply it in your own work with job seekers.

Topics covered include:
- Becoming familiar with the fundamental spirit and principles of MI
- Practicing the MI approach and contrasting it with others
- Obtaining basic strategies to improve client engagement, retention, and positive outcomes in a direct-practice setting
- Strengthening understanding of empathic counseling

Cost: $95/member; $135/non-member
Date: November 10, 2017
Course Duration: 9:00am-4:00pm (7 hours)
Facilitator: Sarah Suzuki, Chicago Compass Counseling

“I gained different strategies to further connect with my clients and address their needs.”
- Motivational Interviewing attendee
ASSET-BASED COACHING

Your job title might be “job coach” or “career coach” but what exactly does this mean? How do we “coach” our job seekers and help them prepare for employment? Coaching is a technique we can use with our clients to build on their current strengths and develop actionable, long-term goals. This requires building trust and demonstrating empathy with our job seekers. It also requires us to occasionally provide some constructive feedback as well as celebrate their accomplishments. In this course, we’ll discuss coaching, how to use a strengths-based approach with participants, and appropriate strategies and conditions for giving feedback as well as celebrating progress.

Topics covered include:

- Defining and utilizing a “coaching” model with job seekers
- Identifying the appropriate conditions for giving feedback to participants
- Building empathy and trust with our job seekers
- Celebrating our job seekers’ strengths and accomplishments

Cost: $60/member; $85/non-member
Date: February 7, 2018
Course Duration: 9:00am-1:00pm (4 hours)
Facilitator: Kaitlyn McGovern, Chicago Jobs Council

DOCUMENTATION OF CASE NOTES

As a case manager, you’re responsible for keeping detailed track of the meetings you have with clients. There are rules about what your notes need to include and what needs to be left out. The writing needs to be clear, concise, relevant and useful. You need to be accountable to your clients, agency and funders. This can be a difficult task! In this half-day workshop, you’ll learn how to balance legal, ethical and organizational goals of case notes while tailoring your skills to your direct practice setting.

Topics covered include:

- Practicing exercises to ensure your writing is succinct and accurate
- Identifying and implementing the necessary steps to transform client interactions into useful documentation
- Learning the legal and organizational requirements of case notes in a direct-practice setting

Cost: $60/member; $85/non-member
Date: March 23, 2018
Course Duration: 9:00am-1:00pm (4 hours)
Facilitator: Sarah Suzuki, Chicago Compass Counseling
DELIVERING TRAUMA-INFORMED CARE

Traumatic events can have an intense physical, psychological and spiritual impact on the way we live our lives. Often times, clients who are seeking basic needs (such as employment and housing) have a history of trauma under the surface. Case managers like yourselves are increasingly asked to respond to these multi-faceted needs, but may feel underprepared to provide appropriate mental health support. However, it is possible for anyone working directly with clients to learn how to deliver trauma-informed care. Through this training, you will gain greater understanding of trauma-informed practice, feel more comfortable responding to your clients presenting with trauma, and learn to address second-hand trauma you might be experiencing.

Topics covered include:
- Defining and identifying types of trauma
- Practicing strengths-based boundary setting
- Addressing and healing from vicarious trauma
- Recognizing the difference between advice giving and clinical intervention
- Utilizing resilience and hope in working with clients

Cost: $95/member; $135/non-member
Date: May 18, 2018
Course Duration: 9:00am-4:00pm (7 hours)
Facilitator: Lauren Feldman, Open Lotus LLC

CULTURAL COMPETENCY 101

At its core, cultural competency refers to the ability to understand, communicate with and effectively interact with a variety of people. Because our workforce is increasingly diverse, we often work with people of different gender identities, race, religion, socio-economic status, and sexual orientation throughout the course of our workday. This can be easier said than done. Preconceived notions, stereotypes and assumptions—all ways we categorize and make sense of the world—often influence our interactions without us even being aware. This class provides a safe space to reflect on our own assumptions and an opportunity to examine how our behaviors impact our daily responsibilities.

Topics covered include:
- Understanding how the assumptions we make affect the actions we take
- Learning how to interrupt the Ladder of Inference
- Identifying how our own life experiences shape who we are and how we react to situations
- Applying the principles of cultural competency in a workplace setting

Cost: $95/member; $135/non-member
Dates: November 14, 2017 & May 16, 2018
Course Duration: 9:00am-4:00pm (7 hours)
Facilitator: Ellen Johnson & Kaitlyn McGovern, Chicago Jobs Council
WORKERS RIGHTS FOR YOUR JOB SEEKERS

Your job seekers have completed your job readiness training and you believe they are ready to work! However, if they don’t know their rights and how to protect themselves in the workplace, they’re not truly “job ready”. Through this train-the-trainer course, we will cover the recently updated **Workers’ Rights for Workforce Development** curriculum, developed by University of Illinois Urbana-Champaign School of Labor and Employment Relations, which explores the ins and outs of your clients’ current protections. You will walk away from this course with pre-packaged curriculum modules which you can immediately implement into your job readiness programming. Empower your job seekers to be their own best advocates in the workplace and ensure they find and succeed in a long-lasting, quality job.

**Topics covered include:**
- New and updated wage and hours laws
- Timely resources and protections for immigrant and refugee populations
- Rights of individuals with criminal records
- Identifying and reporting illegal discrimination

**Cost:** $170/member; $250/non-member
**Date:** July 20 & 27, 2017
**Course Duration:** Two days; 9:00am-4:00pm (14 hours)
**Facilitators:** Current workforce practitioners in the field
*Due to the cumulative nature of this work, we ask that you commit to both full days of training.*

FROM RECORDS TO RE-ENTRY

As service providers, you’re tasked with the enormous responsibility of helping your clients with criminal histories find employment. Not only do you have to help your job seekers develop resumes, but you have to be well-versed in the justice system itself. You need to learn how to read RAP sheets, know the rules of sealing and expungement and help your job seekers navigate employment laws. No easy task! This class provides you with all the tools you need to help your clients with criminal histories find jobs.

**Topics covered include:**
- Understanding the Illinois Criminal Justice System
- Learning about the challenges of re-entry
- Identifying the legal remedies available to individuals with criminal records
- Coaching the job seeker through the resume and interview

**Cost:** $170/member; $250/non-member
**Dates:** August 16 & 17, 2017
**Course Duration:** Two days; 9:00am-4:00pm (14 hours)
**Facilitator:** Chicago Jobs Council staff
*Due to the cumulative nature of this work, we ask that you commit to both full days of training.*
**CAREER FOUNDATIONS TEACHER TRAINING**

This two-day train-the-trainer course will cover *Career Foundations: Making Your Education Work for You*, a curriculum jointly created by Women Employed and City Colleges of Chicago that helps adults reading at least at a 4th-grade level or who speak limited English to: assess their skills and interests, explore locally-available career pathways, choose a focus area or sector, and craft a plan and timeline to get to college—even if college isn’t their immediate next step. Come learn more about the curriculum, how to deliver it and help your clients ultimately plan for a sustainable, long-term career!

**Topics covered include:**
- An overview of the *Career Foundations* course goals and course outline
- An in-depth introduction to the daily lesson plans and accompanying materials
- Helping students assess their skills and interests, match them with appropriate occupational programs and support services, and understand the concept of stackable credentials

**Cost:** $170/member and $250/non-member

**Dates:** October 4 & 6, 2017; January 17 & 19, 2018; April 25 & 27, 2018

**Course Duration:** Two days; 9:00am-4:00pm (14 hours)

**Facilitator:** Stephanie Sommers, *Sommers Consulting*

*Due to the cumulative nature of this work, we ask that you commit to both full days of training.*

**INTRO TO THE WORKFORCE DEVELOPMENT SYSTEM (webinar)**

You’re a part of the workforce development system. But what does that mean? Maybe you have a WIOA, CDBG or TANF contract. Or maybe you’re a TJ 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, the program models used, how it is funded and what its relationship with other social services looks like.

**Topics covered include:**
- Defining the workforce development system
- Understanding the funding streams and program types that comprise the system
- Identifying who is served by the system
- Learning how the workforce system intersects with other related systems
- Navigating the inherent challenges of the system

**Cost:** $25/member and $25/non-member

**Date:** December 5, 2017

**Course Duration:** 10:00am-11:30am (1.5 hours)

**Facilitator:** *Chicago Jobs Council staff*
JOB READINESS TRAINING (JRT) BASICS
Do you have only a short time to get workforce clients “job ready”? Don’t know where to start? In this course, you will learn the basics of job readiness training and discover interactive approaches that motivate job seekers. Designed for new instructors and administrators as well as those seeking a refresher, the course will explore strategies for getting clients the help and practice they need. During the course, you will receive a packet of JRT materials and have the opportunity to try out hands-on activities that build clients’ skills and confidence. Still have burning questions about JRT essentials? You’ll also hear from a panel of expert workforce practitioners and have the opportunity to ask your questions.

Topics covered include:
- Strategies for assisting clients with resumes, cover letters, applications, and interviews
- Knowing what information, materials, and activities to include in your job-readiness training
- Finding ways to motivate your clients and engage them in your JRT
- Helping clients build job-seeking skills and confidence

Cost: $95/member; $135/non-member
Date: February 28, 2018
Course Duration: 9:00am-4:00pm (7 hours)
Facilitator: Becky DeForest, Literacy Works

GROUP FACILITATION: KEY TECHNIQUES FOR EFFECTIVE PRACTICE
As a facilitator, have you ever struggled to hold a group’s attention, keep them on pace with your agenda, or manage a disruptive participant? Luckily, there are some key skills you can develop to improve your facilitation and keep your group on track! Through this full-day course, you will learn about key techniques, both personal and professional, for improving your facilitation skills. And, we will engage in various interactive activities and discussion to help you enhance your facilitation technique.

Topics covered include:
- Defining group process and its benefits for the job readiness classroom
- Cultivating the necessary personal and professional characteristics to be an effective group facilitator
- Developing self-awareness and caring as a facilitator
- Providing clear direction and structure to your group

Cost: $95/member; $135/non-member
Date: March 28, 2018
Course Duration: 9:00am-4:00pm (7 hours)
Facilitators: Ellen Johnson & Kaitlyn McGovern, Chicago Jobs Council
WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA) 101

New to the workforce development field? Have a WIOA contract and are confused about what that means for you? This webinar focuses on raising awareness and understanding of the new federal Workforce Innovation & Opportunity Act (WIOA)—Title I Workforce Development Activities—and how it is administered in Cook County.

Topics covered include:
- Basics of the federal legislation—goals and core programs
- One Stop System mandated partners and services
- Definitions and examples of types of customers and services provided through WIOA
- State and local governance including allocation processes
- How the local system is structured in Cook County
- Information about performance measures

Cost: $60/member; $85/non-member  
Date: April 4, 2018  
Course Duration: 9:00am-12:30pm (3.5 hours)  
Facilitator: Chicago Jobs Council Staff

SUPPORTING CLIENTS WHO ARE BEGINNING OR INTERMEDIATE READERS

Do you work with clients who have low literacy skills? In this interactive workshop, you will understand how adult education systems operate, best practices for engaging clients who struggle with reading, and how to adapt your workforce programming to meet their needs. We will present considerations relating to intake, case management, classroom instruction and more. This course is designed for workforce program administrators, case managers, or instructors who want to hone their services to serve a wide audience.

Topics covered include:
- Recognizing when clients have literacy needs and accommodating your practice to address them
- Creating, selecting and adapting materials for clients including flyers, intake forms and more
- Implementing classroom activities and client tasks that build confidence among all educational levels
- Connecting clients to adult literacy programs

Cost: $95/member; $135/non-member  
Dates: April 18, 2018  
Course Duration: 9:00am-3:00pm (6 hours)  
Facilitators: Melanie Sampson & Becky DeForest, Literacy Works  

If you’re unsure a course is the right fit for you, contact Kaitlyn McGovern, Program Associate, at 312-252-0460x304 or kaitlyn@cjc.net.
FFTI partners with a number of community based agencies and independent consultants in order to deliver a comprehensive roster of professional development opportunities. We are always looking to expand our training team! If you are interested in or have experience in facilitation, please contact Kaitlyn McGovern, Program Associate, at kaitlyn@cjc.net. Our trainers and training partners this year include:

EXTERNAL FACILITATORS

**Becky DeForest, Literacy Works**
- www.litworks.org
- Facilitates: Job Readiness Training (JRT) Basics and Supporting Clients who are Beginning or Intermediate Readers

Becky DeForest has over 15 years of experience in education, working with adults and youth as well as editing textbooks and writing curriculum. Her background includes English as a Second Language (ESL) and Adult Basic Education (ABE) instruction, workforce development, workshop facilitation and materials creation. For Literacy Works, Becky coordinates professional development training for staff and volunteers at adult education programs. She also oversees Adult Learning in the Library at the Chicago Public Library and conducts workshops in expressive writing for adult learners.

**Lauren Feldman, Open Lotus LLC**
- www.discoveropenlotus.com
- Facilitates: Delivering Trauma-Informed Care

Lauren Feldman has a strong interest and background in adolescent and adult trauma, medical trauma, women’s health and the incorporation of mindfulness in clinical work. She has been in practice since 2007. Lauren is the founder and psychotherapist at Open Lotus, LLC. At Open Lotus, Lauren provides individual therapy, mental health consultation, clinical supervision and organizational trainings. Lauren is committed to creating a partnership for healing, where the client and worker are equal contributors to the therapeutic process. In addition to her position at Open Lotus, LLC, Lauren is a Lecturer at the University of Chicago School of Social Service Administration where she teaches a course entitled: Practicing with Integrity in Trauma-Informed Care.

**Marty Miles; Marty Miles Consulting**
- Facilitates: Making Metrics Matter

Marty Miles is a consultant who co-manages the national Workforce Benchmarking Network (housed at Corporation for a Skilled Workforce) and works with CJC on related Benchmarking activities. The Benchmarking initiative helps workforce programs strengthen their results through better use of data and effective practices from the field. Marty has more than 30 years of workforce development experience, including roles as job developer and executive director. As Senior Program Director with Public/Private Ventures, she designed workshops and guides on deepening employer relationships and using data to improve performance. Marty is the author of several reports about using data in workforce development.
Melanie Sampson, *Literacy Works*
- www.litworks.org
- Facilitates: Supporting Clients who are Beginning or Intermediate Readers

**Melanie Sampson, MA,** has nearly 15 years of experience in adult education, including teaching, program administration, and volunteer management. At Literacy Works, she creates materials and designs training for professionals at parent education, adult literacy, workforce development and other programs. Melanie refers prospective students to literacy programs through Literacy Works’ Adult Education Helpline and provides interactive parent education to adult learners. She also manages Literacy Works’ social media and web resources.

Wally Smith, *LPM Associates*
- www.lpmassociates.org
- Facilitates: Leading with Purpose and Performance Management

**Wally Smith** is a practicing coach and trainer in the areas of Leadership Development and Performance Management, and the founder of LPM Associates. Wally is currently the Director of Talent Development at the University of Chicago Medical Center. Wally holds an MS in Management and Organizational Behavior from Benedictine University, a doctorate degree in adult education from Northern Illinois University, and is an adjunct faculty member at Lewis University.

Sarah Suzuki; *Chicago Compass Counseling*
- www.sarahsuzuki.com
- Facilitates: Motivational Interviewing and Documentation of Case Notes

**Sarah Suzuki** is the founder of Chicago Compass Counseling, LLC – a group counseling practice dedicated to providing evidence-based substance abuse treatment across the lifespan. She received training as a trainer of Motivational Interviewing at the San Diego TNT in 2010 and is a member of the MINT (Motivational Interviewing Network of Trainers). She has been providing Motivational Interviewing training and consultation to students, interns, program administrators, researchers, executives, and direct-level staff since 2009.

Stephanie Sommers; *Sommers Consulting*
- Facilitates: Career Foundations Teacher Training

**Stephanie Sommers** has been involved in workforce development and adult education for over 25 years. She has been a composition, English as a Second Language (ESL), and GED instructor and designed, raised money for, implemented and evaluated workforce development programs as a program manager for welfare-to-work, people with criminal records, youth, and immigrant populations. For the last 5 years, Stephanie has been working with Women Employed and City Colleges of Chicago to write and implement Bridge and Career Foundations curriculum.
CHICAGO JOBS COUNCIL STAFF

Eric Halvorson, Chicago Jobs Council
- Facilitates: Becoming an Industry Insider

Eric Halvorson joined CJC as a Policy Research Assistant in August 2014 through the Lutheran Volunteer Corps. In this role, Eric maintained the Workforce Information and Resource Exchange (WIRE) - an online portal to data for workforce development and closely-related fields. In August 2015, Eric moved into a new role as Policy & Communications Associate, continuing his policy work, while also handling external communications for CJC. Eric graduated from Gustavus Adolphus College in Minnesota in 2013, where he studied Political Science and Religion.

Ellen Johnson, Chicago Jobs Council
- Facilitates: Implementing Workforce Best Practices; Adaptive Advantage: Practices for Improving Your Organization; Cultural Competency 101; and Group Facilitation: Key Techniques for Effective Practice

Ellen Johnson is Director of CJC’s Frontline Focus Training Institute, where she provides professional development training and capacity building resources to workforce development professionals. With nearly ten years of experience, Ellen is deeply committed to providing opportunities for experiential learning—incorporating case studies, role plays, and large and small group discussions into each class. Originally from Des Moines, Iowa, Ellen attended Drake University where she received her Bachelor’s degree in English Writing and Sociology. She received her Master’s degree in both Social Work and Public Administration from the University of North Carolina at Chapel Hill.

Kaitlyn McGovern, Chicago Jobs Council
- Facilitates: Job Developer Orientation; Beyond the Basics: Job Development in Practice; Pitch Clinic; Reducing Turnover: Becoming a Retention Agent; Implementing Workforce Best Practices, Adaptive Advantage: Practices for Improving Your Organization; Conducting Quality Intake Assessments; Asset-Based Coaching; Cultural Competency 101; and Group Facilitation: Key Techniques for Effective Practice

Kaitlyn McGovern has been part of the FFTI team since October 2014. In her current role as Program Associate, Kaitlyn contributes to FFTI’s capacity building efforts by creating and facilitating professional development courses for frontline workforce staff as well as running our Frontline Workforce Association (FWA) bi-monthly networking and training events. She has a Master’s Degree in Social Service Administration from the University of Chicago, where she concentrated her coursework on poverty and inequality studies as well as non-profit management.

Do you have an interest in facilitation or an idea for a new FFTI course? Contact Kaitlyn McGovern at kaitlyn@cjc.net or 312-252-0464 to discuss!
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