



FRONTLINE FOCUS TRAINING INSTITUTE

2018-2019 COURSE CATALOG

PROFESSIONAL DEVELOPMENT
FOR THE WORKFORCE FIELD



29 E. MADISON STREET, SUITE 1700-C
CHICAGO, IL 60602
312-252-0460
WWW.CJC.NET/FRONTLINE-FOCUS

Expand your network.
Build your skills and knowledge.
Advance your career.

FRONTLINE FOCUS TRAINING INSTITUTE

ABOUT FFTI

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 workforce professionals
- Establish the workforce development field as an occupational destination

HISTORY

FFTI is the capacity building initiative of the Chicago Jobs Council, a 37-year old non-profit organization that aims to move people out of poverty through employment using on-the ground expertise, advocacy, and capacity building. The Jobs Council 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.

FFTI OFFERINGS

PUBLIC TRAININGS

FFTI offers over 25 different courses each year to support the professional development of frontline and leadership staff at workforce and related social service organizations. Frontline Focus trainings are extremely interactive and encourage experiential learning. Facilitators include experienced staff, expert consultants, and leaders in the field.

CUSTOMIZED TRAININGS

FFTI 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 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 Manager, at kaitlyn@cjcn.net with your professional development needs and we’ll work with you to create a meaningful training experience!

WORKFORCE 360

Workforce 360 is a monthly meeting that highlights the intersection of direct service and policy work. Each Workforce 360 meeting is structured around a specific challenge relevant to workforce development and examines solutions from both a policy and practitioner perspective. The meetings provide an opportunity to network, participate in advocacy efforts, engage in peer discussion, and stay current on field news. Workforce 360 meetings are open to all and are free of charge. Contact Cheryl Hester, FFTI Administrator, at cheryl@cjcn.net for more details.

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@cjcn.net for more information.

POLICIES & PROCEDURES

LOCATION AND TRANSPORTATION

Unless otherwise specified, all training courses take place at the Chicago Jobs Council offices. 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 at nearby garages.

ACCESSIBILITY

Our training facility is fully wheelchair accessible. If you 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. Registrations are accepted on a rolling basis until each training has reached its maximum capacity of 25 people. 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. Checks can be mailed and made payable to the Chicago Jobs Council. 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.

Full or partial scholarships are available, please contact **Cheryl Hester** to apply.

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. 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.

“There aren’t too many places that offer affordable trainings that provide the in-depth knowledge with time for group work and questions the way FFTI does.”
—FFTI trainee

2018-2019 COURSE DESCRIPTIONS & SCHEDULE

WORKFORCE SYSTEM

Intro to the Workforce Development System (Webinar)

Are you new to the workforce development field? Do you know how to navigate the system, program models, funding streams? Through this training, demystify what the workforce development system actually is: who's involved, how it operates, the program models used, how it's funded and what its relationship with other social services looks like.

After attending this training, you will be able to:

- Identify commonly used and best practice workforce development program models (e.g. transitional jobs, sector strategies, employment prep & placement, etc.)
- Translate workforce development jargon into plain language
- Navigate public funding streams that support workforce development
- Visualize your "place" in the local workforce system

Cost: \$25 member / \$35 non-member

Date: August 9, 2018

Time: 1:00pm-2:30pm

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? Through this training, learn to navigate the local WIOA system in Cook County and understand the key provisions of the Workforce Innovation and Opportunity Act.

After attending this training, you will be able to:

- Recognize the basics of the federal legislation and the state governance processes
- Connect with local WIOA stakeholders
- Establish referral processes to benefit participants
- Utilize the WIOA performance measures

Cost: \$60 member / \$85 non-member

Date: June 26, 2019

Time: 9:00am-1:00pm

"The training I attended helped me develop the Leadership skills and style that I use in my current role."

— Leading with Purpose attendee

"This was the best way to find time with colleagues to collaborate — it forced us to really stop, look, and address challenges. This is definitely needed in all organizations."

—FFTI trainee

"This level of professional development is on par with post-graduate level courses."

—FFTI trainee

LEADERSHIP SKILLS

Leading with Purpose

Are you living up to your leadership potential? Do you feel effective as a manager? Through this training, learn to use your leadership skills to transform your employees into a high-performing team.

After attending this training, you will be able to:

- Examine your own leadership and communication styles and flex them based on your employees' skill levels and needs
- Effectively delegate in order to promote inclusion and reduce stress
- Bridge the skill gaps in your staff and build trust
- Handle difficult conversations with your employees, clients, and partners

Cost: \$95 members / \$135 non-members

Date: November 29, 2018

Time: 9:00am-4:00pm

Performance Management

As a leader, you have to: manage your team's productivity, troubleshoot when things go awry, and handle the interpersonal dynamics of the team. Through this training, learn how to use coaching skills, counseling, progressive discipline, and influence to boost your team's productivity.

After attending this training, you will be able to:

- Employ strategies to lead through influence
- Assess staff performance, then prepare and facilitate performance reviews
- Communicate expectations and offer feedback to your staff in order to enhance performance and outcomes

Cost: \$95 members / \$135 non-members

Date: February 27, 2019

Time: 9:00am-4:00pm



“The training helped me save time and come up with a structure that I can follow all the time, making my job overall much easier.”
— Documentation of Case Notes attendee

FOUNDATIONAL SKILLS

Asset-Based Coaching

Coaching is a collaborative way of working with job seekers which builds on their strengths and helps them develop actionable, long-term goals. Through this training, you will build your coaching values, skills and tools, and learn how to apply them in your work with job seekers.

After attending this training, you will be able to:

- Recognize and build on job seeker strengths
- Build a collaborative, accountable partnership with job seekers
- Use tools to support your job seekers in setting and achieving their goals
- Incorporate motivational interviewing, active listening, powerful questions, and visioning into your job seeker meetings

Cost: \$95 member / \$135 non-member

Date: December 7, 2018

Time: 9:00am-4:00pm

Cultural Competency

Cultural competency is 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, socioeconomic status, and sexual orientation. However, our preconceived notions, stereotypes, and assumptions often influence our interactions without us even being aware. Through this interactive training, build your personal awareness, reflect on your own assumptions, and examine how your behaviors impact your daily responsibilities.

After attending this training, you will be able to:

- Examine your own identity in relation to power and privilege
- Identify and combat the implicit bias you bring to your work
- Discuss the impact of systemic, institutional, and individual “isms” on your job seekers
- Assess your organization’s cultural competency and identify areas of improvement

Cost: \$95 member / \$135 non-member

Date: March 14, 2019

Time: 9:00am-4:00pm

Delivering Trauma-Informed Care

Have you been faced with complex client trauma and felt underprepared to provide appropriate mental health support? Through this training, learn how to better support your clients through the practice of trauma-informed care.

After attending this training, you will be able to:

- Define and identify types of trauma
- Practice strengths-based boundary setting with your clients
- Utilize resilience and hope in working with clients
- Address and heal from vicarious trauma

Cost: \$95 member / \$135 non-member

Date: March 8, 2019

Time: 9:00am-4:00pm

Documentation of Case Notes

Do you often feel rushed to complete case notes between appointments? Do you struggle with what needs to be included? Or left out? Through this training, learn to write more concise, clear, relevant and useful case notes.

After attending this training, you will be able to:

- Transform client interactions into useful documentation
- Write more succinct, accurate case notes
- Balance legal, ethical, and organizational case note goals

Cost: \$60 member / \$85 non-member

Date: April 12, 2019

Time: 9:00am-1:00pm

Group Facilitation

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 interactive training, cultivate the necessary personal and professional characteristics to be an effective group facilitator.

After attending this training, you will be able to:

- Implement new facilitation techniques and develop self-awareness as a facilitator
- Provide clear direction and structure to your group
- Redirect and engage disruptive participants

Cost: \$95 member / \$135 non-member

Dates: July 24, 2018; March 6, 2019

Time: 9:00am-4:00pm

Motivational Interviewing

Motivational Interviewing is an evidence-based practice that helps clients explore their goals, identify blocks, and ultimately take action. Through this training, learn the fundamentals of Motivational Interviewing and practice this approach with your peers.

After attending this training, you will be able to:

- Use empathetic counseling techniques
- Assess your job seekers’ readiness for change
- Strengthen your job seekers’ own motivation to change
- Help job seekers take ownership over achieving their goals

Cost: \$95 member / \$135 non-member

Date: November 9, 2018

Time: 9:00am-4:00pm

PROGRAM DEVELOPMENT

Closing Resource Gaps through Relevant Referrals

Job seekers often have multifaceted needs and we simply can't respond to all of them! Instead, we need a diverse, reliable network of referral partners to provide this holistic support. Through this training, learn to navigate the social service landscape, build relationships with key resource partners, and warmly connect your job seekers to the supports they need.

After attending this training, you will be able to:

- Build a portfolio of supportive service partners
- Keep your resource directory up-to-date
- Confidently connect your job seekers to the resources they need

Cost: \$60 member / \$85 non-member

Date: February 14, 2019

Time: 9:00am-1:00pm

Conducting Quality Intake Assessments

The intake process: you have a limited amount of time to fill out forms and ask sensitive questions while somehow trying to build rapport—not so easy! Through this training, learn strategies to build a better relationship with your job seekers to work towards their employment goals.

After attending this training, you will be able to:

- Create a better relationship with your job seekers through the intake assessment process
- Actively listen to both verbal and non-verbal cues to truly get to know your job seeker
- Use a strengths-based approach to assess job seeker skills, interests, and goals

Cost: \$60 member / \$85 non-member

Date: October 4, 2018

Time: 9:00am-1:00pm

Evaluation Basics

Surveys are an easy and important way to gauge our program's effectiveness and yet, we rarely think to collect regular feedback from our key customers—job seekers and employers. Through this training, learn when to use surveys, how to design and implement effective evaluations, and how to use the results to improve your programming.

After attending this training, you will be able to:

- Design and implement basic surveys
- Collect survey feedback from job seekers and employer customers
- Use evaluation results to improve your services

Cost: \$60 member / \$85 non-member

Date: February 7, 2019

Time: 9:00am-1:00pm

Recruitment & Enrollment of Job Seekers

Are you struggling with low job seeker enrollment numbers? Are you challenged to find individuals who are the right fit for your program? Through this training, develop a plan to improve your organization's recruitment process and generate new outreach ideas!

After attending this training, you will be able to:

- Diversify your recruitment strategies, including adding new referral partners, engaging in community outreach, and improving your marketing
- Better define and engage your target population
- Use data to identify your organization's recruitment challenges and opportunities

Cost: \$60 member / \$85 non-member

Date: August 2, 2018

Time: 9:00am-1:00pm

Retention in Your Program

Are job seekers dropping out of your program and disrupting your organization's retention and placement goals? Through this training, learn new strategies to keep participants engaged throughout your program—to graduation and beyond!

After attending this training, you will be able to:

- Keep job seekers better engaged throughout your programming
- Bring alumni job holders back to support current participants
- Analyze your program process and develop solutions for retention challenge areas

Cost: \$60 member / \$85 non-member

Date: January 31, 2019

Time: 9:00am-1:00pm

*"Knowing that there are research-based strategies to turn to when our program is experiencing challenges gave me hope. I look forward to implementing more of what I learned to be able to create positive outcomes for our job seekers."
—FFTI trainee*

*"The trainings I attended have made me a more effective employee and added to my toolbox of knowledge."
— FFTI trainee*

SPECIAL POPULATIONS

From Records to Reentry

Job seekers with criminal records face unique, unjust and often overwhelming challenges to finding employment. Through this training, learn to better support returning citizens in navigating this complex system, accessing available resources, and ultimately, securing a quality job.

After attending this training, you will be able to:

- Navigate the Illinois Criminal Justice System
- Connect your job seekers to available legal remedy resources
- Coach your job seekers through resume development and interview prep
- Engage employers to hire job seekers with criminal records

Cost: \$170 member / \$250 non-member

Dates: September 13 & 14, 2018

Time: 9:00am-4:00pm

Making Employment Accessible for All

Job seekers with disabilities often struggle with multiple barriers to finding employment. Through this training, learn to recognize the internal and external barriers your participants face, connect them to vital resources, and better support them in securing a quality job.

After attending this training, you will be able to:

- Navigate the disability landscape in Chicago and surrounding areas
- Identify common challenges to employment for job seekers with disabilities
- Implement best practices and innovative strategies to address these challenges
- Engage employers and advocate for your participants with disabilities

Cost: \$95 member / \$135 non-member

Date: January 24, 2019

Time: 9:00am-4:00pm

Moving Beyond Stigma: Mental Health and Employment

Do you sense your job seekers' mental health needs are beyond your training? Are you unsure how to find resources? Through this interactive training, learn about common mental health issues and myths, when and where to refer job seekers who need mental health services, and strategies for helping job seekers with mental health issues succeed in employment.

After attending this training, you will be able to:

- Identify when a job seeker needs mental health services
- Find available mental health resources
- Make a "warm" referral to a needed service

Cost: \$60 member / \$85 non-member

Date: May 2, 2019

Time: 9:00am-12:00pm

Supporting Clients of All Reading Levels

Are you supporting clients with varied reading abilities? Are your materials and workshops inclusive? Through this training, learn to engage clients of all literacy levels and adapt your workforce programming to meet their needs. This course, developed by Literacy Works, is a good fit for workforce program administrators, case managers, and instructors who serve a diverse spectrum of learners.

After attending this training, you will be able to:

- Translate your job seeker materials into plain language
- Utilize teaching techniques to engage and support diverse learners
- Navigate the adult education system and its connection with your workforce services
- Implement a range of new tools to support diverse learners

Cost: \$95 member / \$135 non-member

Date: May 30, 2019

Time: 9:00am-4:00pm

Working Towards Housing Stability

Employment and housing programs both work to help their participants achieve stability and self-sufficiency, yet these two systems rarely work well together to achieve this goal. Through this training, learn how to better support job seekers experiencing housing instability in securing employment. This course is a good fit for both case managers in housing programs and workforce staff who have clients experiencing homelessness.

After attending this training, you will be able to:

- Navigate the homeless response and workforce development systems
- Identify common challenges to employment for job seekers experiencing housing instability
- Implement new solutions and resources to address these challenges
- Improve communication and referrals between housing and workforce agencies

Cost: \$95 member / \$135 non-member

Date: October 26, 2018

Time: 9:00am-4:00pm

"This was quite possibly the best professional development training I've ever experienced."
— FFTI trainee

"I always learn new information or receive tools I can use in my role and with my clients."
— FFTI trainee

JOB READINESS

Career Foundations: Making Your Education Work for You

This two-day train-the-trainer course jointly created by Women Employed and City Colleges of Chicago helps adults with literacy needs: 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. Through this training, learn to facilitate the course modules and help your job seekers plan for a sustainable, long-term career!

After attending this training, you will be able to:

- Utilize the **Career Foundations curriculum** including the daily lesson plans and accompanying materials
- Help students assess their skills and interests
- Match them with appropriate occupational programs and support services
- Reinforce the concept of stackable credentials

Cost: \$170 members / \$250 non-members

Dates: October 3 & 5, 2018; April 24 & 26, 2019

Time: 9:00am-4:00pm

Fighting Employment Discrimination

Are your participants experiencing discrimination in the workplace? Are your employer partners violating fair labor standards? If so, you can take action! Become a workers' rights expert through this two day train-the-trainer course developed by the University of Illinois Urbana-Champaign School of Labor and Employment Relations. You will walk away with the **Workers' Rights curriculum** that you can immediately implement in your job readiness programming.

After attending this training, you will be able to:

- Empower your participants to be their own best advocates in the workplace
- Connect participants to worker rights organizations
- Identify and report illegal discrimination
- Provide resources for the specialized populations you serve: youth, older adults, immigrants and refugees, individuals with criminal records or disabilities, etc.

Cost: \$170 members / \$250 non-members

Dates: August 23 & 30, 2018

Time: 9:00am-4:00pm

Job Readiness Training (JRT) Basics

Are you tasked with developing your organization's job readiness training and don't know where to start? Or, are you a current trainer looking for new activities and ideas to prepare your job seekers for successful employment? Through this training, gain access to a comprehensive packet of JRT activities and resources that you can immediately implement in your classroom. This training, designed in partnership with Literacy Works, is ideal for job readiness instructors and administrators.

After attending this training, you will be able to:

- Build necessary job search skills including resume creation, networking, and interviewing
- Design engaging, client-centered activities that prepare your job seekers for the employment search
- Implement new job readiness strategies shared by a panel of expert guest trainers

Cost: \$95 member / \$135 non-member

Date: March 27, 2019

Time: 9:00am-4:00pm

"Job development is a field that is sometimes overlooked. I feel that even providing the space for job developers to share best practices and learn new skills like FFTI does is important."

—FFTI trainee

BUSINESS SERVICES

Engaging & Deepening Business Relationships

Are you looking to grow your business relationships? Cold calling isn't enough! Through this training, learn how to more effectively target potential business contacts and transition them into reliable, long-term partnerships.

After attending this training, you will be able to:

- Strategically target a diverse portfolio of business partners based on program data
- Provide strong, responsive customer service to meet business partners' needs
- Regularly solicit business partner feedback and maintain honest, regular communication
- Transition your business *contacts* into business *partners*

Cost: \$95 members / \$135 non-members

Date: November 2, 2018

Time: 9:00am-4:00pm

Making the Right Employment Match

You've learned the hard way that connecting job seekers to the first job opening you find doesn't usually last. While it can take more time, finding the *best* employment match for each of your job seekers leads to better retention outcomes and fulfillment of their long-term career aspirations.

After attending this training, you will be able to:

- Support successful job seeker transitions within their chosen career paths
- Assess business partners for job quality, workplace culture, and hiring needs
- Set clear expectations for job seekers and business partners to ensure lasting relationships
- Coach job holders on employment retention and career advancement strategies

Cost: \$95 members / \$135 non-members

Date: October 11, 2018

Time: 9:00am-4:00pm

Pitch Clinic

Nervous about selling your services to businesses? You're not alone! Through this training, develop an effective elevator pitch and practice it with business and HR professionals. With their advice and feedback, you'll be "pitch perfect" in no time!

After attending this training, you will be able to:

- Craft a persuasive and flexible elevator speech to engage businesses
- Deliver your pitch with confidence and make a professional impression
- Incorporate HR feedback to modify your elevator speech

Cost: \$60 member / \$85 non-member

Date: April 17, 2019

Time: 9:00am-12:00pm



29 E. Madison Street
Suite 1700-C
Chicago, IL 60602
312-252-0460
www.cjc.net/frontline-focus



Cheryl Hester
Frontline Focus Administrator
cheryl@cj.net
312.252.0460 x108

Ellen Johnson
Director of Frontline Focus
ellen@cj.net
312.252.0460 x310

Kaitlyn McGovern
Program Manager
kaitlyn@cj.net
312-252-0460 x304

Tanvi Shah
Program Manager
tanvi@cj.net
312-252-0460 x306

A decorative graphic consisting of three parallel, right-pointing chevrons in shades of green and blue, positioned to the left of the section header.

**PROFESSIONAL DEVELOPMENT
FOR THE WORKFORCE FIELD**

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**Expand your network.
Build your skills and knowledge.
Advance your career.**