

| <b>Monday, November 15<sup>th</sup></b>  |  |
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| <p>Angela Hooper-Menifield<br/><i>Presenter</i></p> <p>10:00am – 11:00am</p>   | <p><b>5 Skills that give you an extra Edge</b> - This session will provide the platform for you to continue to elevate your strengths while bringing into your awareness additional competencies mastered by great leaders, supervisors who get the best out of their teams, and top employees within organizations that compound upon your natural strengths and give you that EXTRA edge or advantage in the workplace and life! Come prepared to think into your GREATNESS and entertain how to continuously grow and develop your way to success!</p>  |
| <p>Elisabeth H. Sanders-Park<br/><i>Presenter</i></p> <p>10:00am – 11:00am</p> | <p><b>Teach it quick + Make it stick" (so everyone learns!)</b> - It turns out that HOW we teach is as important as WHAT we teach. We've all seen good content poorly delivered. This interactive session, based on current brain science, gives you practical, proven approaches to create immediate and lasting learning EVERY time you train, teach, or coach. You will learn a simple, powerful 4-step approach to increase engagement and retention so your learners will actually use the lessons outside the training. Come have some fun as you learn to teach anyone anything and make it stick.</p>  |
| <p>Elisabeth H. Sanders-Park<br/><i>Presenter</i></p> <p>11:15am – 12:15pm</p> | <p><b>Reclaiming/Reinvigorating Your MOJO (motivation for your job; for practitioners)</b> - It's been a long couple of years. The work we do is so important. And yet, the complexity and demands can wear us down. Do you need to remember why you do this work and why you took this job... how it serves and supports you... and how to maintain a positive and productive mindset every day so you can keep your head in the game and be your best for everyone you serve? Whether you serve job seeking individuals, local businesses, or your team, join us for this fun and interactive session which includes a self-assessing activity. Let's take time and have some fun remembering and reclaiming your MOJO -- MOTivation for your JOB -- so you can return to your frontline refreshed and ready to be amazing.</p>  |
| <p>Tressa Dorsey<br/><i>Presenter</i></p> <p>11:15am – 12:15pm</p>             | <p><b>Who is the Captain of Your Ship</b> - How do you create your strategic plan, set goals for your business services units, implement new sector strategies or develop performance measures for business services? Partnering with your business community is critical to fulfilling the mission of the workforce boards throughout California and other states. The impact of Covid-19 demonstrated the critical role our business community plays in our day- to- day quality of life, our sense of community and the ability to thrive financially. This workshop will discuss the 5 elements of a demand driven system, how those elements can be optimized to develop an effective business services model and how to utilize businesses as partners to foster an expedited economic recovery. Attendees will learn how to engage businesses in meaningful and relevant way that leads to true partnership by using specific strategies designed to foster the development of mutually beneficial programming.</p> |

**Monday, November 15<sup>th</sup> continued**

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| <p>Darrell Andrews<br/> <i>Presenter</i></p> <p>1:15pm – 2:15pm</p>                | <p><b>Diversity, Equity, and Inclusion - A Workforce Development Perspective</b><br/>         Diversity, Equity, and Inclusion systems can be a challenge for workforce development organizations to implement successfully. Often this is due to seeing training and development as the only solution. What many leaders fail to realize is that DEI is an internal decision, not an external one. Training alone won't change things. This session will provide organizational leaders with concrete tools to help their teams embrace diversity from an internal perspective, as a human relations issue. Leaders and key staff will walk away with concrete solutions that benefit clients and staff.</p> |
| <p>Ken Ryan &amp; Lydia Crockett<br/> <i>Presenters</i></p> <p>1:15pm – 2:15pm</p> | <p><b>Measuring Up: Data-Driven Recovery Strategies for New Jersey</b> - A lot of data is collected under WIOA that can be used to inform and drive workforce strategies, particularly as we recover from COVID-19. Using FutureWork Systems Business Intelligence (FWS Bi), this session will explore data from the state of New Jersey as well as USDOL's national public data to understand the impact of the pandemic toward the performance of the workforce systems. In addition, workshop attendees will be able to use data to target sector strategies and training investments to rebound from the workforce challenges faced over the last year and a half.</p>                                    |

**Tuesday, November 16<sup>th</sup>**

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| <p>Rick Maher<br/> <i>Presenter</i></p> <p>9:15am – 10:15am</p> | <p><b>America's Comeback from COVID: Six Traits of Agile Organizations and the Leaders Who Lead Them -</b><br/>         What are the traits of agile organizations and how might leaders curate a culture that can survive and thrive in a dynamically changing world? As we prepare to exit the pandemic and meet the challenges of re-connecting dislocated workers to the labor force and more – preparing an American labor force for the coming Fourth Industrial Revolution, America's workforce system will need to innovate and bring new solutions to scale. How can leaders support a new mindset of innovation in their teams and make it safe for workers to re-imagine service delivery? This workshop will explore the traits of agile organizational cultures and the skills needed by leaders to "curate" a winning culture at work. Participants will leave with new insights about their own strengths and areas for development as a leader as well as with management tools that can be applied to the challenge after the session. They will also be offered a FREE, private Individual Resiliency Assessment (online tool) to assess their own resiliency skills following the session.</p> |
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**Tuesday, November 16<sup>th</sup> continued**

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| <p>Angela Hooper-Menifield<br/><i>Presenter</i></p> <p>9:15am – 10:15am</p> | <p><b>Understanding Feedback and Criticism</b> - Understanding the Difference Between Feedback and Criticism - Often the words feedback and criticism are used interchangeably. In the workplace, both clients and managers often criticize and call it feedback. This training will clarify exactly what feedback and criticism are; their difference; and when to utilize each by considering how to effectively think into what one desires for the outcome.</p>   |
| <p>Robert Knight<br/><i>Presenter</i></p> <p>10:30am – 11:30am</p>          | <p><b>Washington Update: How Will Current Legislation Impact Your Job?</b> - The Washington Update this year is a story of several pieces of legislation over the past year and a half that will have a profound effect on workforce development and none of these bills made significant changes to WIOA or TANF or the Higher Education Act. The only question is whether these changes are temporary or will become permanent features of the nation’s social and economic landscape. Each of the bills already in law, aim at helping individuals afflicted by the coronavirus and providing fiscal stimulus to restart an economy that has been devastated by the virus’s effects. Taken as a whole, the new legislation has wide-ranging consequences for individuals, businesses, and the economy. This session will examine the impact of legislation beginning with the CARES Act and going through the American Rescue Plan Act (ARPA) passed last winter. We also will look at the current tussle over infrastructure legislation and the huge \$3.5 trillion proposal now being called the Build Back Better Act. All of this will have a greater impact on workers and potential workers than will WIOA or TANF reauthorization; however, the session will bring you up-to-date on these matters as well.</p>                          |
| <p>John Aramini<br/><i>Presenter</i></p> <p>10:30am – 11:30am</p>           | <p><b>Business Engagement and Sales Practices: Effectively Servicing the Employer</b><br/>Workforce center directors and business services representative working with employers using their agency for services will benefit from attending this presentation. Sales, service and business development are core behaviors o business services representatives. Competence in these areas are essential to effectively service and maximize relationship outcomes when interacting with the business community. Participants will be presented concepts with learning readily applicable back on the job.</p> <p>Key learning points/workshop outcomes:</p> <ul style="list-style-type: none"> <li>• Performance Measures: Effectiveness Servicing Employers</li> <li>• What is effective business services engagement?</li> <li>• Understanding what employers want in a relationship with you</li> <li>• Establishing measures and standards to manage and gauge effectiveness in servicing employers</li> <li>• Tools to effectively represent and communicate the value of your organization</li> <li>• Recognizing business development and sales as core behaviors of business services</li> <li>• Change in mindset by rethinking what the selling process is</li> <li>• Preparation steps for the next targeted employer meeting</li> </ul> |