

# Online Training to Support Customer Success

Take a course today ...

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- ✓ **Introduction to the PA CareerLink® System:** WIOA Core Programs and Making Referrals
- ✓ **Collaborating for Success:** A Shared Customer-Centered Approach to Service Delivery
- ✓ **Trauma-Informed Service Delivery to Support Customer Goals**

The PA Department of Education and Department of Labor and Industry partnered to develop these trainings to support customer success through co-enrollment. Experienced staff from all four WIOA title programs contributed to the content development.



## Flexible Format

- Over 1,600 workforce development staff completed one or more courses.
- 94% said that they liked the on demand format.



## Proven Strategies

- Features best practices collected from staff across Pennsylvania.



## Collaboration

- Developed by WIOA Core Program partners.



## Effective

- 93% of participants said the content was relevant to their jobs.
- 96% said courses were well organized.