

On-Demand Training to Support Customer Success



TAKE A COURSE TODAY:



Introduction to the PA CareerLink® System:
WIOA Core Programs and Making Referrals (1.5 hrs.)



Collaborating for Success:
A Shared Customer-Centered Approach to Service Delivery (1 hr.)



Trauma-Informed Service Delivery to Support Customer Goals (1 hr.)

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.