

*A Leader with Local  
and National  
Workforce Experience*



## WORKFORCE DEVELOPMENT TRAININGS

**Performance Excellence Partners (PEP)** has built our understanding of California workforce development agencies, their challenges, and goals, through years of hands-on experience working directly with many workforce system members in California, regionally, and nationally. From this extensive workforce development body of work, we bring our collective knowledge of best practices to offer the following training topics for AJCC Staff, AJCC Management, Workforce Development Board Staff, Workforce Development Board Members and Leadership, and Workforce System partners as appropriate.

### Regional and/or Local Strategic Planning

Strategic planning is critical for an organization's or system's success. To ensure the success of the workforce ecosystem along with its partners, providers, and members, it is imperative to align all available resources and ensure they are focused on the right priorities. This training will talk about identifying the right partners, service providers, community-based organizations, and how to bring them all to the table. Participants will learn about defining roles of all stakeholders to best utilize areas of expertise; identifying gaps in service in the region or local area; creating regional or local goals and objectives, identifying target population as well as how to use Labor Market Information to identify and develop career pathways in high-demand industries, and align systems and process for better customer service flow and integrated service delivery. *(1 or 2 hours, Virtual or In-person)*

### Career Pathway Enhancement

This session will focus on expanding or modifying career pathway options for a broad range of clients based on post COVID-19 Local Labor Market data and projections. Participants will work to identify existing training providers, employers, and required skills based on a DOL competency model or apprenticeship option. Best practices and related resources will be shared. Participants will also have an opportunity to discuss, with their peers, potential strategies and options that they are implementing within their workforce region. *(90 minutes, Virtual or In-person)*

### Career Planning Tools and Resources

Understanding the variety of Career Planning tools and U.S. Department of Labor (DOL) resources available, the strengths of each one, and how to best use them can be overwhelming, especially for new/newer staff. Now, as the national systems are beginning to go back to the office or redesign their workforce services, additional challenges will likely arise around how to best use these tools. Given the service delivery modifications being made to accommodate the local post COVID-19 policies, the need to understand how best to use these tools and resources is even more critical. *(90 minutes, Virtual or In-person)*

### Customer Process Flow and Integrated Service Delivery

This session will focus on enhancing participants understanding of the integrated service delivery (ISD) model and its benefits for all stakeholders, job seekers and businesses. ISD reduces duplicative, administrative activities in favor of a positive customer experience. Participants will learn the benefits which adopting simple solutions such as common intake processes, referrals, and case management/data systems can bring. This course will provide participants with the tools to create a seamless experience for employers seeking talent to fill vacancies as well as job seeking employees. *(1 or 2 hours, Virtual or In-person)*

**PEP has experience with all the major virtual training platforms and will work with you to select the one that best meets the needs of the training and your participants.**

*Award-Winning  
Woman Owned Small  
Business*



### Leading Change

This virtual or on-site instructor led course is designed to enhance participants' understanding of best practices in leading the implementation of change efforts within organizations. To help improve performance and build capacity, this course will cover common challenges and how to use a practical framework for success. It is recommended for leaders and team members who would like to learn essential strategies in developing and implementing effective change management plans, mitigation efforts and adoption strategies that address significant organizational change impacts, such as business process redesign due to new or modified policies or IT systems implementation. *(2 or 4 hours, Virtual or In-person)*

### Co-Enrollment

Co-enrollment in WIOA programs and/or other programs such as TANF can provide the recipients with access to a wide array of vitally important services such as career counseling, case management and various other supportive services. This session will help local workforce boards, members and partners adopt co-enrollment by having better understanding of the concept, definition, and benefits that it provides. *(1 or 2 hours, Virtual or In-person)*

### Working with Justice Involved Populations

This session will focus on working with adults and youth who have a history with the criminal justice system. Participants will identify strategies and resources that will help them evaluate the risks, support services needed, as well as their interests and aptitudes in preparing for employment. Participants will also review California policies and practices that might impact a justice-involved client's participation in the workforce or certain career pathways. As states reopen from the COVID-19 pandemic and try to sustain critical support services, participants will develop and/or revise an action plan of how their office will improve services to this client population. Secondary issues of language, age, disability will also be considered and adapted for. *(90 minutes, Virtual or In-person)*

### Developing and Building Curriculum

Curriculum and workshop materials need to be current, relevant, and engaging. This session will cover career development theory, adult learning theory, multiple intelligences, and elements of career pathways to develop and implement effective curriculum for workshops. This training will train the trainers on developing new curriculum on a variety of topics (e.g. Employability Skills, Interview Preparation, Job Searching) while incorporating effective facilitation techniques to engage the audience and strategies for conducting both in-person and virtual workshop. *(1 or 2 hours, Virtual or In-person)*

### Sector-Driven Workforce Intermediary Initiatives

Participants will learn how to generate their own solutions using the sector model. This is both a "how to" and a "build it together" session where participants will actively go through a process where they begin to develop their own sector initiative using a detailed framework that can be tailored for specific community needs (urban/rural, industry sector, etc.). Skills learned will include partnership development, business customer outreach and service strategies, career development and job-seeker customer service enhancements through career pathways and increasing program performance through a coherent sector approach. Attendees may include those interested in new models, those working on a current sector initiative, or those seeking to improve the efficiency of their organizations' workforce programs. The training will include real-world experiences and big-picture visioning of what a successful workforce program with a sector-based vision can become. The ideal format includes a group who learns from one another, develops their own individual work in conjunction with the ideas and plans of others, and reflects together focusing on common themes, strategies, and project elements. If delivered for a team from one area, the project will result in the initial architecture and a preliminary process to build out a fully formed industry-sector initiative. *(1 day, Virtual or In-person)*

Performance Excellence Partners LLC is an award-winning management consulting firm and certified woman-owned small business (WOSB). Since 1999, we have been exceeding client expectations with our flexibility, responsiveness, expertise and inspired solutions which has established PEP as a trusted partner to our customers.

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