Excelling in a Virtual Environment

Strategically Virtual: Supporting Job Seekers Online – Michele Martin, Heldrich Center for Workforce Development at Rutgers University

The Heldrich Center for Workforce Development at Rutgers University has been operating virtual job seeker programs since 2015 using a variety of technology tools to provide comprehensive supports to customers. In this session, we will share our lessons learned, including our holistic service model based on best practices and how we use technology to educate, coach, provide peer support and networking, and help customers deal with the daily challenges of looking for work.

Coming Out of Crisis: Capitalizing On Resilience – Debra Thompson, Strategy Solutions, and Michael Lawrence, Community Workforce Advancements

While the COVID-19 pandemic has created many challenges, new opportunities exist to think globally and act virtually for those who are adapting to the new realities of a virtual work environment. Utilizing resilience and self-care strategies, this workshop provides best practices to support individuals and teams and create a virtual work environment that maximizes employee involvement and stakeholder engagement.

Make It Stick! 4 Steps to Teaching Soft Skills Virtually – Elisabeth Sanders-Park, The Workplace Excellence Team

Employers across industries want better soft skills in workers at all levels. This is a great opportunity for the workforce development system to serve job seekers and businesses, and to increase employment retention and advancement rates. But it is not enough to sit people in front of a computer to watch videos and click boxes! Teaching these vital, not-so-soft, ‘uniquely human’ skills means helping people cultivate the thinking, habits, reactions, and behaviors to thrive in today’s evolving workplace... when we are not there to coach them. Because of this, WHAT we teach is important and HOW we teach it makes all the difference.

Based on current brain science, and taught by a virtual training expert, this fun and interactive session gives you a practical, proven, and powerful 4-step approach to teaching soft skills (and anything else) to create immediate and lasting learning for people at all levels.

Reimagining Work-based Learning for 2021 and Beyond – Chris Bernhardt, Grant Associates, and Chandra Smith, Grant Associates

With the unprecedented impact of the COVID-19 pandemic on education and youth employment, Work-Based Learning programs will play an even more critical role in helping young people connect to careers and employers in the years to come. This Spring in a matter of weeks, Grant Associates helped the New York City Mayor’s Office Center for Youth Employment make a quick pivot from delivering in-person
internships to providing high-quality remote internships that brought value to both the students and businesses that participated. Join us for our workshop where we’ll provide practical tips for adapting Work-Based Learning programming and sequencing to remote and blended learning environments, and share our lessons learned in developing and implementing quality remote work-based learning and the tools students and employers need to make virtual internships valuable for everyone.

Virtual Job Club – Elizabeth Waigand, Iowa Workforce Development, and Linda Rouse, Iowa Workforce Development

Have you thought “How are we going to connect to customers if we aren’t providing in person services?” Have you ever heard, “I just want to talk to a real person” during the pandemic? Do you have concerns about social distancing? If so, this workshop is for you! Iowa’s RESEA program partnered with the local AJCs and developed Virtual Job Club to engage dislocated workers. Virtual Job Club is conducted over Zoom each week with over 170 attendees. Virtual Job Club allows customers to gain job seeking skills and connect to live Career Planners. Topics can include but aren’t limited to business service panels, interviewing Q&A, virtual job seeking, Linked In, Generations and much more! We will share why we eliminated power points and started engaging our customers. We will share the challenges we experienced with technology and coordination at a statewide level.

Success with Virtual Services! – Bradley Speck, ROSS IES, and Virginia Phelps, ROSS IES

Over the past 15 months, Workforce Development has continued to produce but the way we do our work has changed. As we continue through and proceed out of this crisis, the way we work may never be the same again. The transition from in-person services to virtual services has challenged many of us but our clients need Excellent Career Services in this Virtual Environment. This presentation will discuss Virtual Recruitment, Virtual Orientations and Workshops and day to day Virtual Case management techniques.

Create a Your Own Custom, Online Workforce Center Using Tech – Harrison Tonne, Career Edge

Career TEAM has been serving adult and youth programs for over 10 years fully online utilizing their Career EDGE platform. This online platform has been instrumental during the pandemic to help workforce professionals serve their customers virtually. In this session you will learn how boards, cities and counties have been able to put their entire programs online from utilizing a Learning Management and Case Management System for application, intake, orientation, job matching and time tracking.

Learn how Career EDGE is currently being used in: Washington DC, Tampa, Orlando, Baltimore, Detroit and Los Angeles. Through this workshop you will learn best practices for how to serve participants fully remote and offer: Online applications customized to your board and programs, document uploading and digital signatures, online work experience, OJT and apprenticeship preparation courses, practice interviewing with a virtual coach, submit timesheets electronically to supervisors and staff for payroll.
Career EDGE is now serving over 400,000 job seekers across the nation, learn how to implement and manage your next fully online or hybrid program!

Wear Your Purpose: Serving & Excelling In A Virtual World – Malcolm Free, ROSS IES, and Caleb Crow, ROSS IES

Best practices used to connect your purpose to serve your clients through challenges to success.

1. Power of Choice (How we handle the challenges)
2. Seamless Service (What we offer)
3. Strategic Outreach (Who we serve)