



# Career Pathways Training

## Career Coaching Today for Tomorrow's Success: Professional Development for Workforce Development Staff



### Service Overview

As The Workforce Innovation and Opportunity Act (WIOA) legislation is implemented, workforce development systems must adjust their service models to focus on adoption of a customer-driven approach and integration of services, while placing greater emphasis on long-term career planning with customers.

**Career Coaching Today for Tomorrow's Success** is a practical, hands-on training approach, providing opportunities for staff to explore the paradigm shift caused by WIOA, reflect on their current practices and learn new techniques required to be efficient and effective.



### Training Details

- A customizable, two-day professional development training for Case Managers, Employment Consultants, and Career Coaches focused on integrating career coaching into current practices
- Provide opportunities for both new and experienced Career Coaches to develop, enhance and practice essential skills
- Explore the important paradigm shift from "any job" approach to a "career" mindset
- Provide strategies to develop an appropriate career pathway and detailed employment plan for each customer
- Focus on providing necessary information and skills for Coaches and Case Managers to be effective in employing the new career-minded approach when working with customers and jobseekers
- Training materials and content features hands-on activities, role plays and case examples to address situations and scenarios Career Coaches experience on the job





## Included Topics

### **DAY 1 - Coaching Fundamentals**

Overcoming First Impression Bias (Attribution Theory)

Facilitating Change

Strengths-Based Career Coaching

Case Management and Counseling Skills

- Engagement
- Effective Communication
- Constructive Confrontation
- De-Escalation

### **DAY 2 - Comprehensive Career Coaching**

The 3 "I" Process-Integrated Approach to Career Coaching

- Step 1: Inquire
- Step 2: Inform
- Step 3: Integrate

Informational Interviewing

Barrier Identification and Resources

Effectively Using Assessments

Goal Setting

Case Notes

Time Management

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“Delivered in an active, energetic fashion, the trainings demanded more of our staff than any previous training – this wasn’t just a set of lectures, but a dynamic process that required staff to prove mastery of challenging subject matter.”

**Marie Mackintosh; Indiana Department of Workforce Development**

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“The training was eye-opening and allowed me to develop strategies to empower my customers and truly help them identify their own strengths during a transitional time in their lives. The hands-on activities were fun and really drove the training objectives home.”

**Kimberly Espenshade; Trainee/Career Coach - South Central, PA**



## EDSI's Approach

### **Customize**

EDSI will meet with representatives of your organization to discuss specific training needs and expectations, and we will customize the training to ensure the vision and needs are met

### **Deliver**

We will deliver training in engaging formats that promote active learning using highly experienced trainers

### **Evaluate**

We will evaluate training outcomes and overall training successes while identifying future training needs

### **Support**

We will provide onsite technical assistance, guidance and recommendations to implement training concepts and refine existing processes, helping you become more career-pathway focused



## Let's Connect

We'd love to hear from you. We'll listen to your needs and help you find your solution.



**info@EDSIsolutions.com**



**Learn More About EDSI**



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