

Fresno Regional Workforce Development Board

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2125 Kern Street, Suite 208 • Fresno, California 93721 • 559.490.7100 • Fax 559.490.7199 •
www.workforce-connection.com

Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 11-18

Date Released: April 26, 2018

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: April 26, 2018

Subject: Advanced Vocational Institute Soft Skills Upgrade Workshops

Applicable Program: Program: Adult, Dislocated Worker, Youth

Revision History: Initial Release

This Operational Directive (OD) provides guidance concerning enrollment of participants who need to improve their soft skills.

This OD references OD 05-17, Job Readiness Workshop and OD 04-17, Job Ready Preparation Process.

Upon completion of the Job Readiness Workshop, all participants must be enrolled into the Advanced Vocational Institute (AVi) Soft Skills remediation module(s) as appropriate to increase their skill level in areas of concern identified in the FRWDB Job Readiness Workshop.

If, at any time, the ERS/ACA observes issues with a participant that could be remediated by enrolling into AVi Soft Skills Remediation module(s), then the ERS/ACA is to case note the need and plan, update the IEP and follow this process.

All providers must follow the processes outlined below:

Each provider will identify one Single Point of Contact (SPOC) who will be responsible for submitting training requests to AVi for all participant enrollments.

Enrollment Process

The ERS/ACA will complete the AVi enrollment form (JOB-012), selecting each module(s) from the list starting on page 3, based on the Job Readiness Workshop Evaluation form. The ERS will forward the Enrollment Form to the SPOC by close of business each Thursday.

The provider SPOC will email all completed enrollment forms to Joann Winterberg at AVi at Jwinterberg@avionline.net each Friday.

AVi will complete all registrations and will send email to each participant with instructions for accessing workshops.

All participants will begin workshop each Monday. Participants must complete at least 2 lessons per day. Workshops must be facilitated at any of the AJCC or AYOS locations.

When the ERS/ACA confirms the participant has begun the workshop, service code 215 (for Adults/Dislocated Workers) or service code 417 (for Youth) is to be opened for the estimated duration of the workshop.

Student Log In Process

Provider staff will assist participant in the initial log-in on to the AVi website to start the workshop:

- Log into avionline.net
- Click on LMS
- Select , “Click here to access the LMS”
- Under user ID, put in your first name.last name.
 - e.g. Richard.Smith
- Your password is “welcome”.

Cost Pools

- The FRWDB staff will allocate funds to each provider through a Purchase Order.

Invoice Process

- AVi will submit invoices by the 5th working day of each month for all modules completed in the prior month.
- Information on the invoice is name of program, agreement number, name of student and WIOA application.
- Copy of progress report verifying completion of each module being invoiced for.

Payment Process

- AVi submits invoice directly to provider.
- Provider reviews invoices for their participants and confirms that the billing is appropriate.
- Provider staff submits copy of invoice and all progress reports to spinvoice@wfc.co
- Fiscal staff reviews and authorizes payment to AVi.

If any questions, please contact the FRWDB Program Manager.

Forms:

JOB-012, AVi Workshop Enrollment Form

Soft Skills Workshops

INTERPERSONAL COMMUNICATION

Have you ever wondered why people just don't listen and understand what you are trying to get across to them? Have you been in a situation where you want to approach people and felt like it was not ok to do so? Even more so, many of us feel like our needs are not important to others so we do not say anything because we think that we are not important enough. This module teaches you how to listen to people and communicate with them so that they feel heard and that you feel listened to. It also trains you to say what is on your mind and to do it assertively while knowing that you have rights as well. This is really important for the workplace where people often do not feel heard or listened to. It also helps with your personal life and you will find that people are more open to you and that you are able to get along because you can communicate. It also teaches us assertiveness so that we can be more effective at getting what we need.

WORKPLACE CONFLICT

This module teaches us all about conflict and how we resolve it. It teaches us to recognize it, identify it and come up with creative ways to resolve it. We experience conflict daily in our lives and this will help us navigate through it. Workplace conflict is very common and most people perform poorly because they do not know how to resolve the conflicts that they encounter. Conflict resolution is a must for any interpersonal or office type of challenge.

LISTENING ESSENTIALS

This module makes you an exceptional listener. You need this for personal and professional interaction with people. You will be able to understand what people are telling you even though they are not being clear about what they want and you will be able to communicate properly with them. People will feel like you really understood them after a conversation with you.

EFFECTIVE TIME MANAGEMENT

Have you ever wondered how busy people keep on top of their schedules? Have you ever felt so overwhelmed by all the work that you have to do that you did not know where to start? This module teaches you how to manage time, your job, and your life accordingly so that you get things done and are not overwhelmed.

BUSINESS ETHICS

Ethics are important in the workplace. Offices have personalities and the people that work there make up those personalities. This module teaches us how to understand workplace ethics, decision making, politics, and being a part of the corporate culture. It teaches us how to decide what the right thing to do is when we are faced with those challenges.

ANGER MANAGEMENT

We all get angry at work. This will help us identify what is going on and find constructive ways of solving issues.

OPTIMIZING YOUR PERFORMANCE ON A TEAM

How to be the best player on the team.