

# **Fresno Regional Workforce Development Board**

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*Blake Konczal, Executive Director*

## **OPERATIONAL DIRECTIVE**

**FRWDB OD # 24-21**

**Date Released: November 12, 2021**

**To: All Fresno Regional Workforce Development Board Providers of Services**

**From: Blake Konczal, Executive Director**

**Effective Date: November 15, 2021**

**Subject: Soft Skills Remediation Process**

**Applicable Program: All**

**Revision History: N/A**

This Operational Directive (OD) provides guidance to register and assist participants who need to improve their soft skills.

This OD references the following directives:

OD 05-17	Job Readiness Workshop
OD 17-21	Adult Job Ready Preparation Process
OD 14-21	Youth Job Ready Preparation Process
OD 26-18	CalJOBS Data Entry Requirements and Data Changes Process

### **Soft Skills Remediation Guidelines:**

Upon completion of the Job Readiness Workshop the ERS/ACA must review the Job Readiness Workshop Evaluation Form to determine if the participant needs additional soft skills remediation. If it is determined that the participant needs to increase their soft skill levels, staff must assist the participant to create a LinkedIn account and assign participant in the FRWDB LinkedIn Learning soft skills Learning Paths, as appropriate.

At any time, during program enrollment, the ERS/ACA observes issues with a participant that could be remediated by participating into LinkedIn Learning Soft Skills Learning Paths, the ERS/ACA will document in a case note the need for the additional soft skills remediation, update the IEP/ISS with the additional planned services and assign the LinkedIn Learning Paths, as appropriate.

All providers must recommend LinkedIn Learning courses from the FRWDB Learning Paths Library:

- Communication
- Workplace Conflict
- Listening Essentials
- Effective Time Management
- Business Ethics

- Anger Management
- Optimizing your Performance on a Team

Participants may complete the assigned LinkedIn Learning courses in-person or virtually and must complete all assigned courses in the Learning Paths. ERS/ACA may assign additional soft skills courses according to the individual needs of each participant.

The ERS/ACA must assist the participant with the initial LinkedIn registration and creating a LinkedIn account to ensure the participant is able to log-in and starts the LinkedIn Learning courses (see How to Create a LinkedIn Account Guide and LinkedIn Learning Facilitator's Guide).

In the event that the participant does not complete the assigned learning path, the Job Readiness Workshop will be considered unsuccessful and the participant will not be considered job ready.

### **CalJOBS<sup>sm</sup> Requirements:**

When the ERS/ACA confirms the participant has begun the first LinkedIn Learning course, ERS/ACA opens/closes the appropriate service code (215 for Adult/Dislocated Worker OR 417 for Youth). Staff will select FRWDB as the provider and mark the service code as a successful completion.

After completion of the assigned Learning Path courses the ERS/ACA must meet with the participant to review and verify that the participant has successfully completed. ERS/ACA must document in a case note that the participant has completed the recommended soft skills Learning Paths and met the requirements of the Soft Skills Workshop.

In the event the participant still has any areas that need improvement, the ERS/ACA must assign additional soft skills courses, document issues/concerns on the case notes, and update the IEP/ISS with the additional services being provided.

If the participant doesn't complete the assigned LinkedIn Learning courses, ERS/ACA must edit the service code and change the successful completion to an unsuccessful completion. If unable to change the completion code, Provider will need to submit a data change request (see OD 26-18, CalJOBS Data Entry Requirements and Data Changes Process).

If any questions, please contact the appropriate FRWDB Program Coordinator.

### **Attachment:**

How to Create a LinkedIn Account

### **Work Instruction:**

TRN-REM-001 LinkedIn Content Guide