Training and Development Course Catalog 2025

Texas Workforce Commission

Training and Development

We are here to help TWC and our partners enhance employee workplace skills and productivity through the development, coordination, and delivery of quality learning opportunities.

A Message From Our Director

Hello, and welcome to our 2024-2025 Training Catalog. This year's edition features various beautiful trees of Texas.

Majestic pecan trees grace the cover — a perfect choice, since the pecan tree is the state tree of Texas. Native in 150 of the 254 counties, they've been flourishing in all state regions for centuries. They're the only species of nut tree that's native not just to Texas, but to the Americas. They're mighty generous, too, offering cooling shade during long summers, delicious nuts in late fall, and strong, high-value wood year round.

Similar to the pecan tree, TWC's Training and Development Department serves the whole, grand state of Texas, offering a bounty of courses and services. As many know, we develop and track recommended and mandated computer-based training (CBTs) for the Texas Workforce Commission, thanks largely to our gifted E-Learning Team. Similarly, our talented Software Team conducts classes in software applications, such as Microsoft Office, as well as Workforce program courses, such as WorkInTexas Reports. Vocational Rehabilitation (VR) counselors and administrative staff rely on our bright team of VR trainers, who provide a variety of VR mandated and specialty courses. And since all departments are comprised of humans, our Human Dynamics Team offers enriching training for everyone, including those seeking skill in management, communication, and self-awareness.

For TWC employees, classes are free; for non-TWC staff employed by Workforce Development Boards and Workforce Solutions local service providers, the cost-recovery fees can be found in the back of this catalog. Just contact our responsive Process Team at the Training and Development Help Desk to register.

As you leaf through this catalog, you'll see pictures of other Texas trees that may grow only in certain regions. They've developed and adapted, just as humans must do in all areas of their lives. Our mission is to help you flourish in your career and reach your full potential — and through your growth, strengthen the Texas Workforce Commission and benefit all Texans.
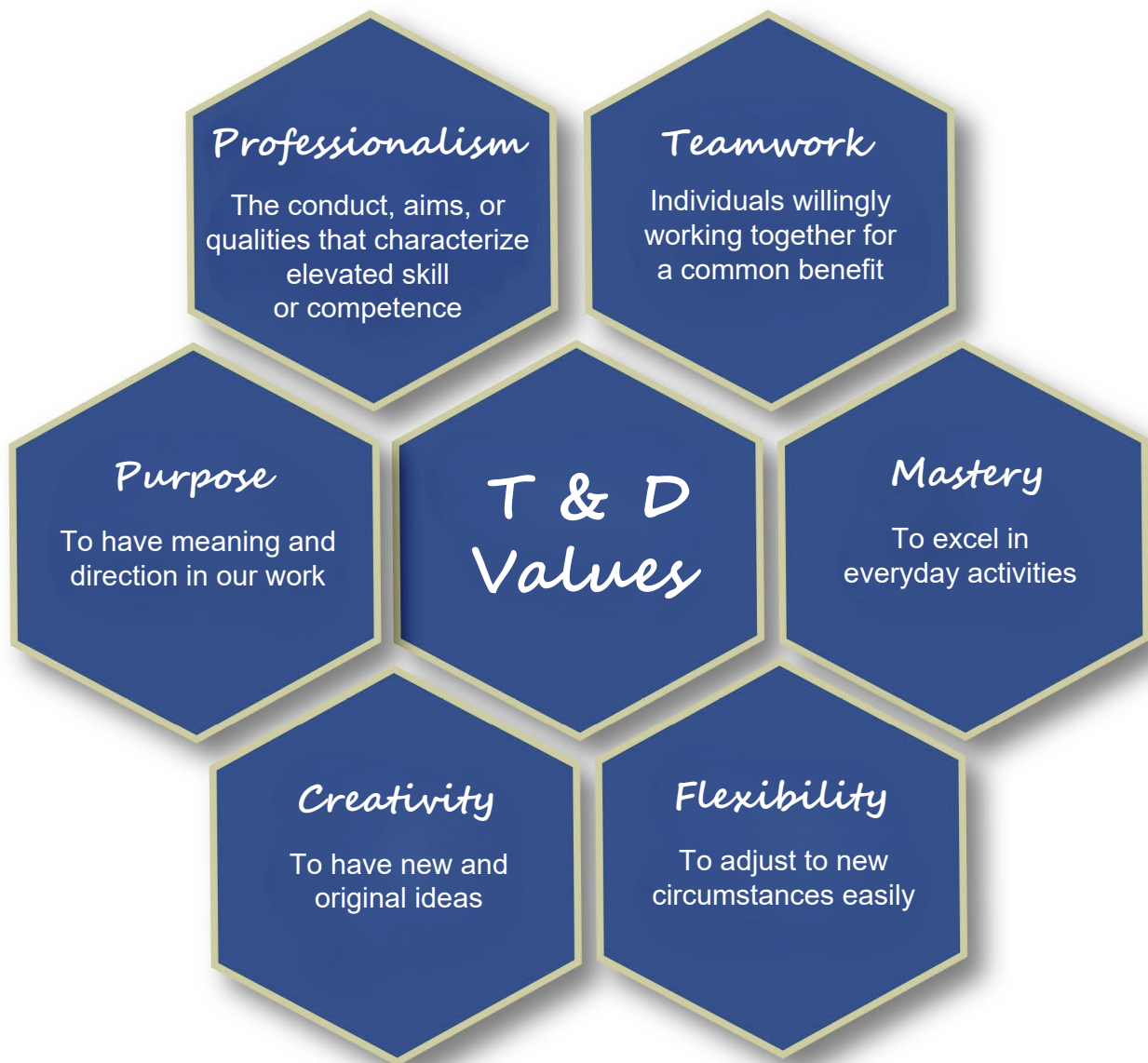
Daniel Castronovo
Director, TWC Training and Development Department

T&D Mission

Training and Development Mission and Values

We are here to help TWC and our partners enhance employee workplace skills and productivity through the development, coordination, and delivery of quality learning opportunities.

Professionalism
The conduct, aims, or qualities that characterize elevated skill or competence

Teamwork
Individuals willingly working together for a common benefit

Purpose
To have meaning and direction in our work

T & D Values

Mastery
To excel in everyday activities

Creativity
To have new and original ideas

Flexibility
To adjust to new circumstances easily

The 2024-25 Training and Development Staff

Front row (left to right): Mike Nolen, Roxy Merizalde, Leydjenne Carter, Dana Flynn, Diane Saenz, Terrie Alexander, Tara Overstreet.

Second row: Beth Shaff, Haley Fitzgerald, Saretha Bonner, Kaila Cumby, Tracey Barrientes, David Velasco, Elisa Spry.

Third row: Aleecia Preston, Chris Hunt, Hope Hemenway, Lynnell Welden, Sarah Poff, Lindsey Villalpando.

Back row: Jasmine Heath, Scott Beckett, Tynna Dixon, Gordon Robison, Valerie Robertson, Darron Fleming, Pamela Brochhausen, Monica Martin, Isaac Pressnell.

Training and Development Management Team

Front row (left to right): Tracy Shaw (Vocational Rehabilitation), Valerie Robertson (Software and Workforce Training), Daniel Castronovo (Director), Charles Nugent (Process).

Back row: Aleecia Preston (Executive Assistant), Isaac Pressnell (Program Specialist), Rebecca Marquez (Human Dynamics).

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Introduction to the 2025 Course Catalog

Introduction to the Course Catalog

Welcome

The T&D 2025 Course Catalog lists a wide variety of training opportunities to help you and your staff develop professionally and personally. We continually add, review, and update courses to ensure we present the most current information on each topic. For those in management positions, don't forget to read about our formalized TWC Leadership and Management Program (LAMP) on Pages 114-117.

Training Options

T&D offers two types of training for adult learners:

- **Classroom:** Includes in-person, virtual through Teams or Zoom, and hybrid training delivery.
- **Computer-based (CBT):** Allows you to take training on demand and at your pace.

We also offer e-learning resources that include microlearning videos and webinar recordings on a variety of subjects.

Course and Cost

Each course description page includes a code behind the title to use when registering for that course. TWC also uses the code to track each employee's training record. TWC employees do not incur a cost for training courses, and the same courses are available at low cost for non-TWC partners. See the price list on Page 127.

Contact Us

For more information about the catalog, visit the T&D webpage at www.twc.texas.gov/training or scan the QR code located on the back cover.

To request more information about our training options, make suggestions for classes, or provide feedback on the catalog, email us at training.development@twc.texas.gov or call 512-463-3029.

Course Descriptions

Course Descriptions

Achieving Greater Success Through Accountability (MDPACC)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

One way to achieve greater success is through improved personal accountability, being fully responsible for your actions and their consequences. This training will encourage you to make better choices by asking better questions.

You will learn:

- The concept of accountability.
- The elements of personal accountability.
- Ways to improve your personal accountability.

Audience: All staff

Americans With Disabilities Act (ADA) Overview and Amendment Act of 2008 for Supervisors CBT (ADA09)

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

TWC supervisors and managers must take this mandatory training once. You will review the ways in which:

- The Americans with Disabilities Act (ADA) of 1990 applies to employment.
- The 2008 ADA Amendments Act, effective Jan. 1, 2009, broadens the definition of disability.
- TWC policy requires workplace accommodations.

Audience: TWC supervisors and managers

Course Descriptions

Aspiring Leaders: Getting Primed to Advance (MDPASP)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

If you are an aspiring leader, a person who is being considered for a leadership role, or a relatively new supervisor or manager, this course is for you.

You will learn guidelines for the first 90 days of leadership and how to:

- Describe typical pathways to leadership roles.

- Assess leadership.

- Navigate around common pitfalls.

Audience: Staff who want to advance to management

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Be the One in the Fight Against Human Trafficking CBT (HTRAFK)

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

Eradicating human trafficking in Texas is a priority for Gov. Greg Abbott. The video "Be the One in the Fight Against Human Trafficking" educates Texans about this crime.

Developed by the Office of the Attorney General, the video highlights cases prosecuted in Texas and includes information to help TWC employees recognize and respond to red flags for labor and human sex trafficking. Abbott encourages all Texas state agencies to join the fight against human trafficking, and he encourages all state employees to watch the video.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Becoming a Critical Thinker (MDPICT)

Type of Training: Classroom
Length of Training: 3.5 hours
Prerequisites: None

What part should emotion play in your decision-making? How do you examine and develop your reasoning? This course is an introduction to critical thinking. In this training, you will be able to:

- Define the three distinct functions of your mind.
- Identify the natural factors that bias your thinking.
- Examine issues from multiple perspectives.
- Practice techniques for thinking critically, objectively, and impartially.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Business Writing Streamlined (PBWSL)

Type of Training: Classroom
Length of Training: 7 hours
Prerequisites: None

This training will help you communicate your written message clearly and effectively. You will learn how to become a more polished, professional business writer and be able to:

- Target the needs of your reading audience.

- Plan and organize your documents.

- Choose words that are clear and precise.

- Edit and revise your documents for maximum clarity.

Note: This course complements information in two other courses: Grammar Streamlined for Business Writing and Writing Effective Email.
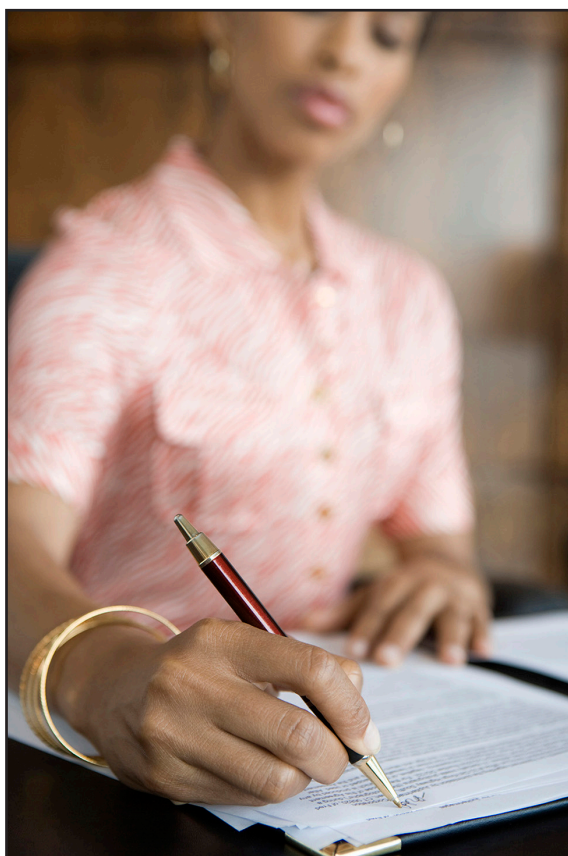
Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

When coaching strategies are done mindfully, they also help develop employees' confidence and improve their work habits. This course explores how to conduct effective coaching conversations.

You will learn to:

- Define coaching and differentiate it from managing.

- Examine different coaching models.

- Demonstrate appropriate coaching conversations and questioning techniques.

Audience: Managers, supervisors, and team leads

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Communication Skills (PCOMUN)

Type of Training: Classroom
Length of Training: 7 hours
Prerequisites: None

Explore the essence of good communication and the pitfalls of miscommunication. This training offers practical applications for developing communication skills using small groups and relevant activities.

You will learn:

- Key concepts of effective listening and verbal communication.

- Effective listening and verbal skills in a small group setting.

- Crucial techniques to avoid miscommunication.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

Do you find it difficult to say no? Do you feel anxious speaking up for your needs? Or, instead, do you sometimes come across as overbearing and intimidating?

You will learn how to:

- Identify the strengths and weaknesses of four different styles of communication.
- Recognize self-defeating body language and verbal habits.
- Communicate confidently, assertively, and diplomatically.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Conflict Management for Supervisors (MDCMFS)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

This course is designed to equip supervisors to recognize and manage conflict that interferes with team effectiveness. It will cover topics such as how to build a culture that does not invite conflict, different types of conflict, the five conflict management styles, and a process to manage conflict in your teams.

During this training, participants will:

- Identify conflict and conflict strategies.
- Recognize when to become involved in conflict situations.
- Identify and select the most effective conflict management style.
- Use an effective six-step conflict management process.

Audience: Supervisors and managers

Our participants say:

"It was an eye opener to understand the different techniques discussed and how they can be applied."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Conflict Management Strategies (MDPCMS)

Type of Training: Classroom
Length of Training: 7 hours
Prerequisites: None

When managed properly, conflict can be an opportunity to generate innovative new solutions and improve relationships. This course will give you tools and techniques to transform conflict into a positive, productive process.

You will learn how to:

- Analyze the dynamics of a conflict to determine the best resolution strategies.
- Follow a four-step process for productive conflict resolution.
- Recognize and avoid the common pitfalls that can derail the conflict management process.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Continuity of Operations CBT (TWCOOP)

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

This course is recommended for TWC employees to familiarize them with the TWC Continuity of Operations Plan (COOP).

You will learn how to:

- Respond to any emergency, business interruption, or disaster.
- Identify your individual responsibilities after an event.
- Locate tools in the COOP.

Audience: TWC staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

CPR, AED, and First Aid Training (MDCPR2)

Type of Training: Classroom
Length of Training: 6.5 hours
Prerequisites: None

The first few minutes after a heart attack or other medical emergency can mean the difference between life and death. Do you know what to do before professional help arrives? This course teaches you basic skills to provide effective emergency care to an injured or ill person. After successfully completing this course, designed by Medic First Aid, you will receive a two-year certification in cardiopulmonary resuscitation (CPR), automated external defibrillator (AED), and first aid.

You will learn how to:

- Assess emergency situations.
- Perform adult CPR.
- Use an AED.
- Provide basic first aid.

Audience: All staff

Our participants say:

"I've taken the CPR training before, but now I feel like I really understand the 'why' and 'how' behind every action/response."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

TWC employees must take this mandatory training once. It provides an overview of TWC's customer relations standards and resolutions process for external complaints.

You will become familiar with:

- Legislative requirements.
- Forms and reporting/tracking procedures.

Audience: TWC staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Customer Service (MDPCSV)

Type of Training: Classroom
Length of Training: 7 hours
Prerequisites: None

Maintaining a positive attitude improves your relationship with vendors, contractors, co-workers, and customers. You will learn how to:

- Assess your own service attitude and pinpoint areas for development.

- Establish rapport to help you understand your customers' needs and build trusting relationships.

- Deliver service beyond expectations.

- Turn difficult customers into delighted customers.

- Create a positive atmosphere for customer service.

Audience: All staff

Our participants say:

"Everything was important! I found out I was doing some things wrong, and how I could improve in other areas."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Customer Service for Managers (MDPCSR)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

Transform your individual employees into a motivated team dedicated to providing high-level customer service.

You will learn how to:

- Develop a meaningful mission statement.

- Empower employees to surpass expectations.

- Measure and improve customer satisfaction.

- Recognize and reward employees in cost-effective ways.

Audience: Managers and supervisors

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Cyber Defenders: Cybersecurity at TWC CBT (CYBRCBT)

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

Cyber Defenders: Cybersecurity at TWC is an immersive asynchronous game where players assume the role of Cyber Defenders tasked with protecting a digital realm from various security threats. The game revolves around teaching players best cybersecurity practices per TWC guidelines. TWC employees and everyone granted access to TWC applications must take this training annually. It is certified by the Texas Department of Information Resources and follows Texas House Bill 3834, effective June 2019.

By the end of this course, you will be able to demonstrate your:

- Knowledge of TWC's cybersecurity requirements and responsibilities.
- Knowledge of best practices to effectively safeguard digital assets through a comprehensive understanding of hardware security, email threat mitigation, and password security.
- Understanding of the sensitivity of TWC information and the actions you can take to protect it.
- Awareness of the meaning of information security "threat," "threat actor," "risk," and "attack," and the ability to identify, respond to, and report cybersecurity threats.

Note: In fall 2024, the Cyber Defenders: Cybersecurity at TWC CBT (CYBRCBT) will supersede the Cybersecurity Awareness at TWC CBT (ITCBSA). A GovDelivery will be sent out to the agency when the change is effective.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff; network partners

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Cybersecurity Awareness at TWC CBT (ITCBSA)

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

TWC employees and everyone granted access to TWC applications must take this training annually. It is certified by the Texas Department of Information Resources and is in compliance with Texas House Bill 3834, effective June 2019.

By the end of this course, you will be able to demonstrate your:

- Knowledge of TWC's information security policies, standards and guidelines.

- Awareness of TWC's information security requirements and responsibilities.

- Understanding of the sensitivity of agency information and the actions you can take to protect it.

- Respect for customer trust and confidentiality.

- Ability to identify information security issues.

Note: In fall 2024, the Cybersecurity Awareness at TWC CBT (ITCBSA) will be replaced by the Cyber Defenders: Cybersecurity at TWC CBT (CYBRCBT). A GovDelivery will be sent out to the agency when the change is effective.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff; network partners

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Dealing With Difficult People: Get Mindful, Not Mad (MDPDWD)

Type of Training: Classroom
Length of Training: 5 hours
Prerequisites: None

It's always good to develop skills for dealing with difficult people. In this class, you will review difficult behaviors and explore strategies for responding to them.

You will:

- Discuss the cycle of conflict.
- Identify your preferences for responding to conflict.
- Distinguish among thinkers and feelers, extroverts, and introverts.
- Practice the process of shifting, blending, and redirecting.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 0.75 hour
Prerequisites: None

Managing email is an essential function of responsible records management. This training provides tips and best practices for effectively "cleaning" your email regularly, which includes identifying and classifying email for record retention requirements.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Email Inventory CBT (EMAILI)

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

TWC employees must retain all records regardless of format, which includes email. In this training, you will review the procedures to inventory official state records located in email accounts.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Emotional Intelligence: Making Better Connections (MDPEIC)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

Emotional intelligence (EI) is the part of interpersonal intelligence that helps us become more aware of our own emotions: what impacts us, and why and how we affect others. When we understand emotional intelligence, we can manage our behavior, improve our practical thinking, and enhance our positive influence on others.

In this class, we will:

- Review the four EI domains and competencies associated with them, as defined by writer and psychologist Daniel Goleman.

- Practice these domains to develop skills in the four areas.

- Develop an action plan to implement these competencies in the workplace.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Emotionally Intelligent Manager (YMG025)

Type of Training: Classroom
Length of Training: 7 hours
Prerequisites: None

As a manager, your ability to effectively influence, motivate, and guide your team determines your success. Emotional intelligence (EI) is thought to be the "x factor" that distinguishes good managers from great managers. Studies suggest that your EI is responsible for more than half of your job performance.

In this interactive course, you will:

- Explore the four EI domains.
- Review EI strategies and identify how they strengthen each EI domain.
- Describe how EI relates to critical management skills.

Audience: Supervisors and managers

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

This class offers strategies that managers can use to increase employee retention. The course addresses effective onboarding, improvements to communication, and better peer relationships.

You will:

- Identify factors that contribute to low and high retention.
- Discover how "hiring smart" contributes to retention.
- Explore additional strategies to foster retention.
- Discuss methods to increase effective communication with employees.

Audience: Supervisors and managers

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

TWC employees must take this mandatory training every two years. It may be substituted with the training Recognition and Prevention of Sexual Harassment CBT.

TWC values the diversity of its employees and Texas employers and residents. This course emphasizes the importance of a discrimination-free workplace.

You will learn:

- TWC's commitment to equal employment opportunity (EEO).
- Legislation and policies that protect employees from discrimination and harassment.
- Techniques to prevent workplace discrimination, harassment, and retaliation.

Audience: TWC staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 7 hours
Prerequisites: Insights Into Personal Effectiveness

This course will deepen your understanding of your Insights profile and its use in everyday life. Through a variety of activities and exercises, you will explore ways to:

- Balance your uses of thinking/feeling and introversion/extroversion.

- Adapt your communication style to make more powerful connections with others.

- Avoid overrelying on your strengths by developing situational flexibility.

Audience: All staff

Our participants say:

"I manage staff, some new to me, and this information will help me approach them more sensitively based on their energies."

"This was an incredibly useful training. I found it very helpful in assisting me to better communicate with my co-workers, friends, and relatives and in building better relationships with them. It also gave me insight on things I need to work on for myself!"

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Facilitation Skills for Meetings (MDPFAC)
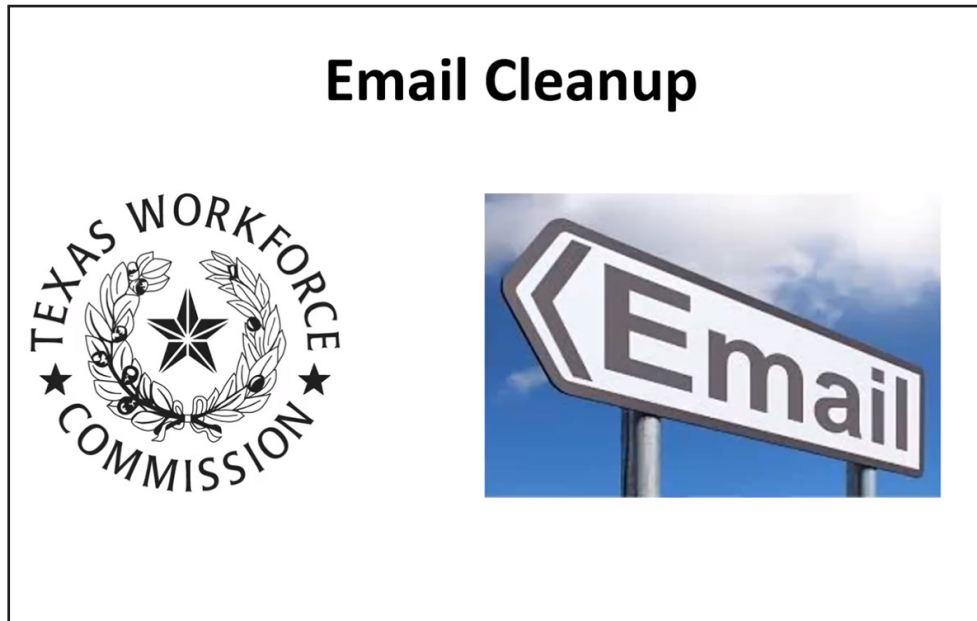
Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

Learn the best ways to facilitate a group process without inadvertently biasing the content. Take home a "Facilitator's Toolbox" to help you in your role.

In this training, you will explore:

- Your functions in the role of facilitator, including useful techniques if you are also the group leader.

- Steps to plan and begin an effective meeting.

- The five stages of group dynamics, including tools to build group consensus.

- Appropriate responses to disruptive behaviors and other pitfalls.

Audience: All staff

Our participants say:

"I learned many new tactics and strategies that will help me not only as a facilitator, but also as a member of team meetings."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

This course is an overview of the rules and regulations associated with the Family Educational Rights and Privacy Act (FERPA). You will be introduced to FERPA and practical applications in adult educational programs.

You will:

- Learn the core elements of FERPA.

- Determine when and how information can be shared.

- Identify best practices for protecting personally identifiable information in educational settings.

Audience: Staff who work in or oversee programs in Texas funded by the Adult Education and Family Literacy Act

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Family Violence as It Affects Employment (PFAMVI)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

Under Texas House Bill 1175, Workforce Development Boards must provide mandatory training on the topic of family violence to staff who:

- Provide information to customers seeking or receiving financial assistance.

- Recommend or grant waivers or modifications.

- Recommend or impose sanctions for noncooperation or noncompliance.

- Assess employment readiness.

- Provide employment planning or employment retention services.

Boards must offer the training once, and it should be no less than four hours. Staff should learn:

- Appropriate questions and language to use when addressing issues of family violence with customers.

- Signs that can alert staff to possible family violence issues.

- The effects of family violence on job search and employment.

- Ways to grant waivers and ensure good documentation.

Audience: Workforce Solutions office staff

Our participants say:

"Enlightening. Great scenarios with real-life examples!"

Great and informative training. The facilitators were well versed in the material and made the course interactive and engaging."

"First thought was OMG another training. However, this training was very informative and was useful with dealing with situations and the interaction made it worth the time and effort. Thank You."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

FMLA 101: Family and Medical Leave Act Training for Supervisors and Managers CBT (FMLCBT)

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

In this training, supervisors and managers will learn how to comply with Family and Medical Leave Act (FMLA) requirements.

You will learn:

• Service eligibility requirements to receive FMLA.

• FMLA documentation procedures.

• TWC supervisors' responsibilities in the FMLA process.

Audience: Supervisors and managers

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

This mandatory training covers basic fraud prevention, detection, and reporting policies and procedures for TWC and Texas Workforce Development Board staff.

Participation requirements:

- All employees must take this mandatory training at least once.
- Employees in the TWC departments for Finance, Unemployment Insurance, Customer Care, Procurement and Contract Services, VR, and Fraud Deterrence and Compliance Monitoring must retake this training every two years.

You will learn how to:

- Define fraud, waste, and abuse.
- Identify examples of fraud.
- Prevent and report fraud.

Audience: TWC, board, and Workforce Solutions office staff; network partners

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

Grammar is a yardstick many people use to measure professionalism and competence. Using correct grammar is critical to creating clear and effective business communication and to conveying a favorable impression of you and your organization.

In this class, you will:

- Discuss how grammar rules and guidelines help writers enhance clarity in business communication.

- Address some of the most common grammar errors.

- Learn of resources to help you write business documents correctly and professionally.

Note: This half-day course complements information in two other courses: Business Writing Streamlined and Writing Effective Email.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Hiring Smart: The TWC Process CBT (MDPSMT)

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

Managers and supervisors must take this mandatory training every two years. New managers must complete the training within three months of hiring or before participating in hiring, whichever comes first. Other staff participating in hiring also must take this training.

Effective managers and supervisors understand that you must either "hire smart" or "manage tough." Top talent is easier to manage and will improve the performance of your entire team.

You will learn how to:

- Use a proven seven-step process to recruit and select top talent.
- Manage your responsibilities as a selecting authority.
- Use appropriate, updated TWC forms to successfully navigate the interviewing and selection process.
- Identify the selecting authority's role and responsibilities in the veterans preference hiring process.
- Identify veterans preference entitlements and the complaint appeal process.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff involved in the hiring process, including those who screen candidates or serve on interview panels

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 7.5 hours
Prerequisites: Insights Discovery Evaluator online assessment

Insights Discovery and its preference evaluator are tools that can help you understand your unique personality, including your strengths, weaknesses, communication style, and value to your team.

In this introductory course, you will discover:

- Your own personal strengths and areas for development.

- The ways you are perceived by others.

- Tools and techniques for relating to others.

- The specific ways your behavior changes under stress.

Audience: All staff (20 participants maximum)

Our participants say:

"I loved the [class] and have been using all its teachings with all teams I have supervised over the years. It is one of my 'secret' tips for communicating with others."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

TWC employees must take this mandatory training once. It presents an overview of the laws related to accessibility, compliance requirements, and assistive technologies used by individuals with disabilities.

Audience: TWC staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

TWC employees, Workforce Solutions office staff, and vendors who may become exposed to federal tax information (FTI) must take this mandatory training annually. FTI is any tax information, such as 1099 data, that originates from IRS tax records.

You will learn how to:

- Define FTI.

- Specify FTI security and nondisclosure stipulations.

- Manage and track FTI.

- Determine the legal requirements and consequences of noncompliance with FTI rules.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff who work with FTI

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Leadership in Management: Becoming an Integrated Leader (MDPLMB)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

Leadership and management are two sides of the same coin and are exercised concurrently. A successful supervisor must have competency in both areas. This is the ultimate challenge. By integrating leadership and management, you will be effective in accomplishing organizational goals, developing yourself, and developing your team.

During this training, participants will:

- Identify opportunities to integrate leadership and management.
- Evaluate behaviors related to management and leadership.
- Identify and address difficulties that come with the mantle of leadership and management.
- Develop an action plan to overcome obstacles to effective leadership in management.

Audience: Supervisors and managers

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 7 hours
Prerequisites: None

This one-day summary of "The 7 Habits of Highly Effective People" by Stephen R. Covey will provide you with the core concepts of the seven habits. You will gain the rewards of practicing the habits in your personal and professional life.

You will learn how to:

- Be proactive.

- Prioritize.

- Solve problems collaboratively.

- Improve work-life balance.

Audience: All staff (20 participants maximum)

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 15 hours
Prerequisites: None

We all strive to be more effective in our daily lives, but we fall short sometimes. This training, based on the book "The 7 Habits of Highly Effective People" by Stephen R. Covey, provides tools and processes to help you become more effective in your work and personal life.

You will learn how to:

- Be proactive.

- Begin with the end in mind.

- Put first things first.

- Think win-win.

- Seek first to understand.

- Practice synergy.

- "Sharpen the saw."

Note: This course requires an investment of 15 to 30 minutes a day to practice the "7 Habits," beginning with the class and continuing through the seven weeks after the class. Investment ensures you will be able to successfully implement the "7 Habits," gain self-mastery, improve communication, and strengthen professional and personal relationships.

Audience: All staff (18 participants maximum)

Our participants say:

"Wonderful class!! Should be a 'must attend' for work teams."

"Very helpful information that can be used at work or home; learning there is a better way to manage life that may not be as stressful."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Management Strategies for Employee Development (MDMSED)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

One of the most important jobs you have as a manager is developing the talents of your team. This can be particularly challenging when your employees all have different skills and different learning styles.

You will learn how to:

- Discuss the benefits of maximizing employee potential through employee development.
- Follow the steps of employee development and create a learning strategy flowchart for a specific job.
- Distinguish between statements of observation and statements of assessment.
- Create an action plan for a current employee's development.

Audience: Supervisors and managers

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Managing Across Generations (MDPMAG)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

Completion of the course Working With Generational Differences is recommended before taking this course.

Employees from different generations can have vastly different work styles, thus requiring you to create individualized approaches to effectively motivate them. In this class, you will:

- Explore the differences between baby boomers, Generation X, millennials, and Generation Z.
- Learn to use the M.E.E.T.™ model (Make time to discuss. Explore differences. Encourage respect. Take personal responsibility.) and tailor your communication style for each employee.
- Develop your own action plan to improve employee relations and motivation.

Audience: Managers and supervisors

Managing Remote Teams CBT (MRTMS)

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

When managing remote teams via a virtual environment, you must ensure accountability, productivity, and performance. In this class you will learn how to:

- Use effective communication strategies and tools.
- Promote hybrid team engagement.
- Support the ergonomic design of a remote work environment.

Audience: TWC, Workforce Development Board, and Workforce Solutions office supervisors and managers

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Mental Health First Aid (YCA098)

Type of Training: Classroom
Length of Training: 8 hours
Prerequisites: None

This course teaches you how to offer first aid and support to a person who is in emotional distress. During this class, you will discuss:

- The most common signs and symptoms of mental health disorders and warning signs of suicide.
- Information to counter mental health stereotypes.
- A mental health first-aid action plan.
- The recovery model of treatment for mental illness.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Microsoft: Excel Basics (XCELMS)

Type of Training: Remote blended learning
Length of Training: 7 hours
Prerequisites: None

This class will teach you basic skills to create and edit an Excel spreadsheet with a combination of instructor-led training, video demonstrations, and exercises.

You will learn how to:

- Identify parts of an Excel workbook.

- Create and enter data in cells.

- Design an Excel worksheet with formatting.

- Use simple mathematical formulas.

- Implement accessibility best practices.

Note: For advanced training on making Excel accessible, visit the TWC Accessibility Training webpage at https://twcgov.sharepoint.com/sites/infotech/SitePages/Accessibility-Training.aspx

Audience: All staff

Our participants say:

"Training was excellent, and material was presented in a very effective manner."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer classroom or online
Length of Training: 4 hours
Prerequisites: None

This class will teach you the basic skills for using Microsoft Outlook.

You will learn how to:

- Read, create, and send email messages.
- Send a file by attaching it to an email message.
- View and manage your calendar.
- Create appointments and schedule meetings.
- Create contacts, tasks, and notes.

Audience: TWC staff

Our participants say:

"The training affirmed things I knew and jump-started ways to organize Outlook for me."

"I have used Outlook for quite a while but still learned new tips and techniques that are helpful and save time."
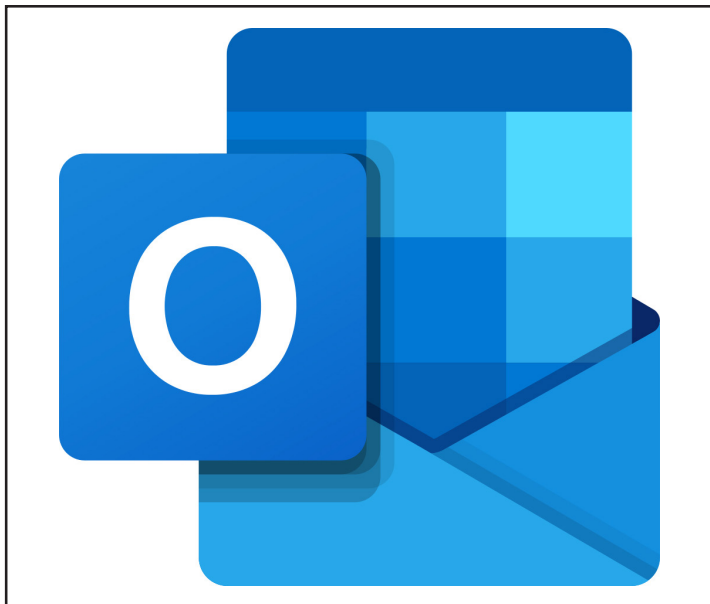
Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Microsoft: PowerPoint Basics (PPTMS)

Type of Training: Computer classroom or online
Length of Training: 4 hours
Prerequisites: None

With guided activities, this course covers the basic features of Microsoft PowerPoint.

You will learn how to:

- Build and edit a basic PowerPoint presentation.
- Use the master slide to format a presentation.
- Insert pictures, shapes, and other graphic elements.
- Apply accessibility best practices.

Audience: All staff

Our participants say:

"Informative and well-facilitated. I felt integrated and comfortable to speak up with comments and questions."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Microsoft: SharePoint Overview (SHARPO)

Type of Training: Computer classroom or online
Length of Training: 4 hours
Prerequisites: None

This class provides an overview of Microsoft SharePoint for staff members who are assigned to SharePoint Visitor or Member Permission Groups.

You will learn how to:

- Navigate a team site to locate and use information.
- Add, edit, and delete or recover documents, list items, and set alerts.
- Sort, filter, and create views.
- Use column types to manage and organize information.

Audience: TWC staff

Microsoft: Teams Basic Skills (TMS101)

Type of Training: Computer classroom or online
Length of Training: 4.5 hours
Prerequisites: None

This class provides an overview of Microsoft Teams, TWC's primary communication tool.

You will learn how to:

- Navigate Teams.
- Use the Teams Meeting toolbar for calls and meetings.
- Chat one on one or with a group of people in Teams.
- Make a call in Teams.
- Schedule and join online video meetings.

Audience: TWC staff

Our participants say:

"I learned a lot during this course. As a result, I will be able to use Teams more efficiently."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Microsoft: Word Basics (WORDMS)

Type of Training: Computer classroom or online
Length of Training: 4 hours
Prerequisites: None

This class will teach you basic skills to create and edit a simple Microsoft Word document.

You will learn how to:

- Create, open, and edit documents.

- Save documents.

- Preview and print documents.

- Share documents by attaching them to email.

- Use the Word Accessibility Checker to find and fix accessibility issues.

Note: For advanced training on making Word documents accessible, visit the TWC Accessibility Training webpage at https://twcgov.sharepoint.com/sites/infotech/SitePages/Accessibility-Training.aspx

Audience: All staff

Our participants say:

"I was able to learn new shortcuts and tools that will help me be more efficient in my daily work. Great beginner's class for Word Basics!"

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Self-instruction materials on the TWC internet
Length of Training: 2 hours
Prerequisites: None

New Workforce Development Board members must take this mandatory training within 90 days of their appointment. The training provides information and resources to help members fulfill their duties.

The course focuses on:

- Texas Workforce Solutions.

- Roles and responsibilities of a board member compared to those of board staff.

- Employment training programs and services available in the board area.

- Characteristics of successful board members.

Audience: New board members within 90 days of appointment

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

This course provides support to newly hired TWC managers. You will review HR legal requirements and resources for handling personnel issues.

By the end of this training, you will be able to:

- Locate TWC policies and resources (e.g., HR, training, and legal assistance).
- Identify managers' administrative duties.
- Assess personnel issues.
- Onboard new staff.

Audience: TWC managers

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 2 hours
Prerequisites: None

TWC employees are expected to demonstrate an attitude of respect and inclusion. This course will teach you how to use people-first language. You also will learn why use of traditional descriptors is no longer acceptable.

Audience: TWC staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

Supportive, constructive feedback is critical for the performance and motivation of your employees. This training covers not only the PPR process for an annual review but also ways to provide an objective performance assessment.

You will learn:

- The critical elements and benefits of effective performance reviews.

- Techniques for objectively assessing and documenting performance.

- The process for correctly completing performance forms (Performance Planning and Review, P-54 and Employee Development Plans).

Audience: TWC, Workforce Development Board, and Workforce Solutions office supervisors and subcontractor managers; other supervisors using the Texas Workforce Commission PPR process and forms

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

The process of creating and administering PPRs is now integrated with the Centralized Accounting and Payroll/Personnel System (CAPPS). This training provides supervisors and managers with instructions on how to navigate the new process and to successfully complete PPRs within CAPPS.

Audience: Supervisors and managers

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Presentation Skills (MDPPRE)

Type of Training: Classroom
Length of Training: 7 hours
Prerequisites: None

For many people, making a group presentation is a high-pressure, anxiety-inducing situation. Learn how to prepare and deliver presentations with confidence and poise.

In addition to creating, delivering, and receiving feedback on a five-minute presentation, you will learn how to:

- Organize and develop your in-person and virtual presentations.
- Manage nervousness.
- Effectively incorporate PowerPoint and other visual aids.
- Use your voice, body movements, and gestures to convey your message.

Audience: Staff who develop or deliver presentations (12 participants maximum)

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Problem-Solving and Decision-Making Strategies (MDPPDS)

Type of Training: Classroom
Length of Training: 7 hours
Prerequisites: None

This course provides techniques to analyze the root causes of a problem and generate innovative solutions by weighing costs and benefits.

You will learn how to:

- Implement a nine-step problem-solving model.
- Select effective methods for both individual and group problem-solving.
- Identify and avoid the traps that can derail the problem-solving process.

Audience: All staff

Our participants say:

"Overall, the training was very enjoyable and brought forth a lot of relevant information which I am able to utilize in the day-to-day work environment."
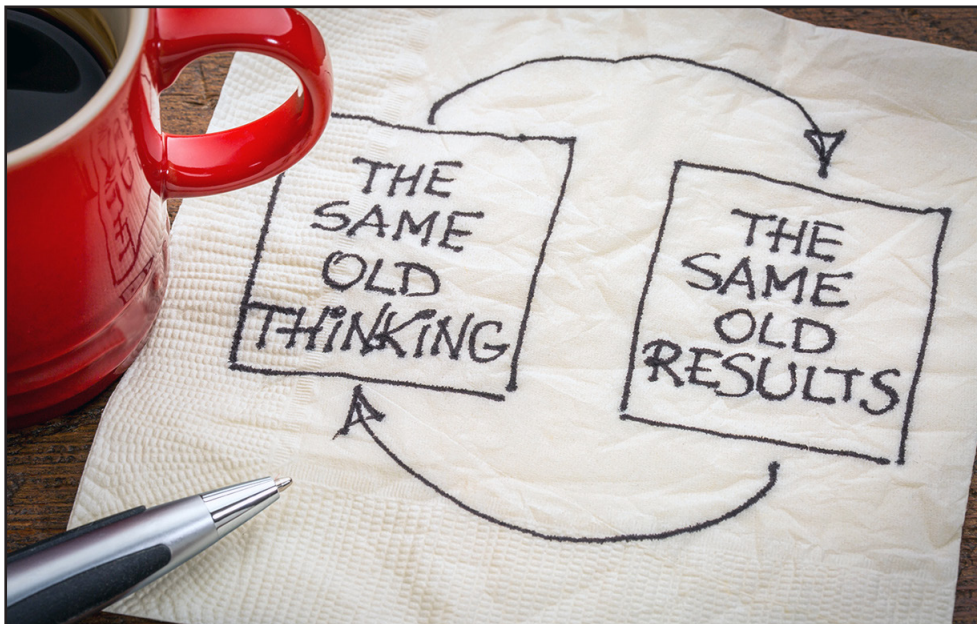
Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 7.5 hours
Prerequisites: None

This course will help you understand the concepts of project management in a nontechnical and highly practical way.

In this class, you will learn how to:

- Practice a project management method.
- Assess your own strengths as a project manager.
- Identify the distinct stages of project management.
- Apply project management concepts to a practice class project.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

This course explores basic concepts that will help managers oversee and support their team's projects. It instructs managers how to devise and implement strategies to manage multiple projects, problem solve along the way, and evaluate the process used for future improvement.

During this training, participants will:

- Study and apply project management principles and their application to a project.
- Learn basic tools for executing, monitoring, and evaluating a project to meet specified goals.
- Apply these tools to an in-class project.

Audience: Supervisors and managers

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Property Control Officer Training at TWC CBT (TWCPCO)

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

This training provides guidance to TWC property control officers (PCOs) and assistant PCOs. Cost center managers, supervisors, and other staff assisting with annual inventory also may take this training.

You will learn how to:

- Obtain a Workforce Reporting, Accounting, and Procurement System (WRAPS) account.

- Define assets and custodians.

- Track and transfer assets.

- Report and file police reports for lost, stolen, or missing components.

- Manage unserviceable and surplus property.

- Perform an annual inventory.

Audience: TWC property control officers, assistant PCOs, cost center managers, and supervisors
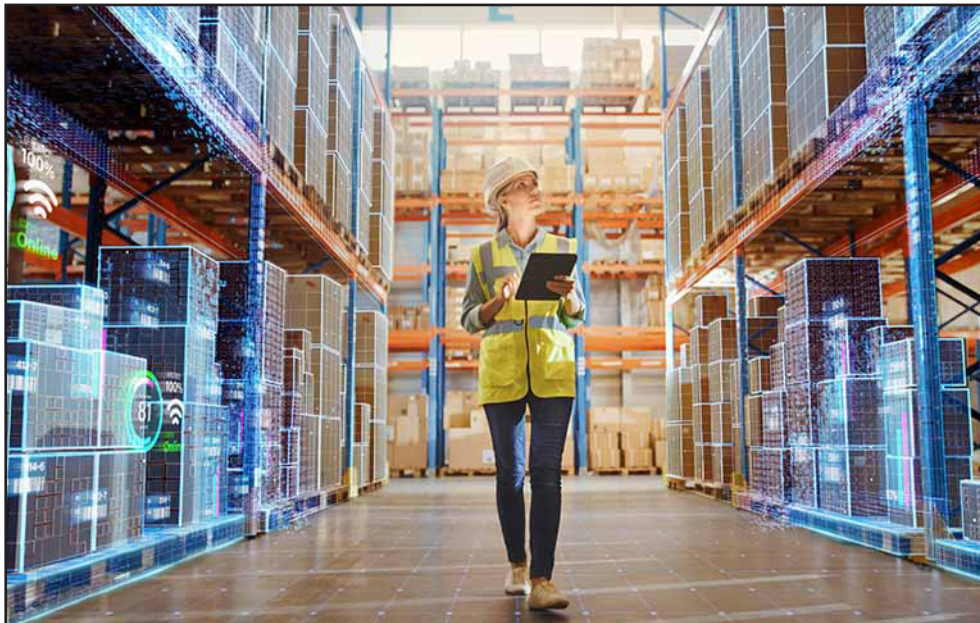
Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

This training is recommended for all purchase requesters and approvers and staff who engage with the purchasing department.

You will learn how to:

- Identify steps in the procurement cycle.
- Understand purchasing thresholds.
- Identify different solicitation types.

Audience: Purchase requesters and approvers

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 7 hours
Prerequisites: None

Are you in control of your time, or is it controlling you? This training will give you the tools and techniques you need to take charge of your time.

In this class, you will:

- Identify your personal time-management challenges and ways to deal with each.
- Learn a seven-step process for effectively managing your time daily.
- Learn how to separate the important from the urgent and find time for both.
- Discover ways to organize your environment, reduce distractions, and end your battles with procrastination.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Recognition and Prevention of Sexual Harassment CBT (RPSHAR)

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

TWC employees must take this training every two years. It may be substituted with Equal Employment Opportunity Training CBT.

This mandatory course increases employee awareness of sexual harassment and discusses how to prevent it. This training will help you answer the following questions:

- What is sexual harassment?
- What behaviors might be considered harassment?
- What effects do harassment and discrimination have on people and TWC?
- What do you do if you are a possible victim of or witness to sexual harassment?
- What are the basic elements of effective harassment policies?

Audience: TWC staff

Records Management Basic Training CBT (RECMGT)

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

TWC, Workforce Development Board, and Workforce Solutions office staff must take this training. After completing this course, you will be able to:

- Define a record and records management.
- State who is responsible for managing records.
- Determine which records to keep and which to throw away.
- Review and dispose of records according to management laws for state records.

Audience: TWC, board, and Workforce Solutions office staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

This training provides an overview of the request for application (RFA) process and the roles and responsibilities of an RFA evaluator, which may include:

- Attending an evaluation meeting to discuss RFA requirements and goals.
- Gathering proposals from competing organizations (offerers).
- Evaluating each proposal using established criteria to determine best value.
- Deciding which proposals will be funded through grant awards.

Audience: Employees who serve on evaluation teams for RFAs

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

Employees who apply resilience-building techniques will enhance their coping skills, which will in turn boost their engagement, productivity, and quality of life.

In this class, we will:

- Define resilience as it applies to coping with life's challenges.

- Reflect on past experiences and identify techniques to improve and foster resilience.

- Explain how learning resilience techniques improves quality of life.

- Create an action plan to cultivate techniques to improve our own resilience.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Resource Access Control Facility (RACF): Part I (RACFP1) and Part II (RACFP2) CBT

Type of Training: Computer-based
Length of Training: 1 hour (each course)
Prerequisites: None

RACF managers who administer user access to TWC mainframe and related applications must take this training, created by the TWC Information Technology Division. This training is controlled by RACF Administration and is not available to non-RACF managers.

Audience: Designated RACF managers

Risk Management 101 CBT (RSKMGT)

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

This training gives a basic overview of risk management in agency operations including accounting, procurement, and asset management. After taking this course, you will be able to:

- Define risk management.
- Identify potential risks before they occur and address them.
- Identify the people responsible for risk management.
- Help provide a safe environment for employees and the public.

Audience: TWC staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

When we learn to view the world through a more positive lens, we can increase our engagement and have a positive effect on our work environment.

In this training, you will learn:

- The characteristics of engaged employees.

- The benefits of engagement for employers, employees, and customers.

- Strategies to increase engagement at work.

Audience: All staff

Our participants say:

"Appreciated the practical takeaways from the session. Great session that I would recommend to others."

"I really enjoyed this training. Many times, although we think we know how to engage others and be engaging ourselves, it sometimes takes another person and a different perspective to allow us to see what we are missing and how we can change and improve ourselves."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 5 minutes
Prerequisites: None

This training will help staff identify and report phishing attempts, which are suspicious emails that request passwords, credit card numbers, or other personal information.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

TWC employees must take this training every two years. It familiarizes staff members with TWC's privacy policy and requirements for handling sensitive personal information (SPI). After taking this training, you will be able to:

- State TWC's goals and privacy policy for handling SPI, confidential information, and agency-sensitive information.

- Define the difference between personally identifiable information and SPI.

- Identify the requirements and best practices for handling SPI, including physical security.

- Explain the requirements of managers in handling SPI.

Audience: TWC staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

By use of videos, this training explains the timeline and steps a manager takes when an employee leaves TWC or assumes a new position for a different TWC team or department.

Steps include:

- Completing the Separate Employee and Separation Signoff pages in CAPPS.
- Verifying the return of state-issued property.
- Fulfilling other requirements to separate an employee.

Audience: Directors, supervisors/managers, and TWC executive/administrative assistants
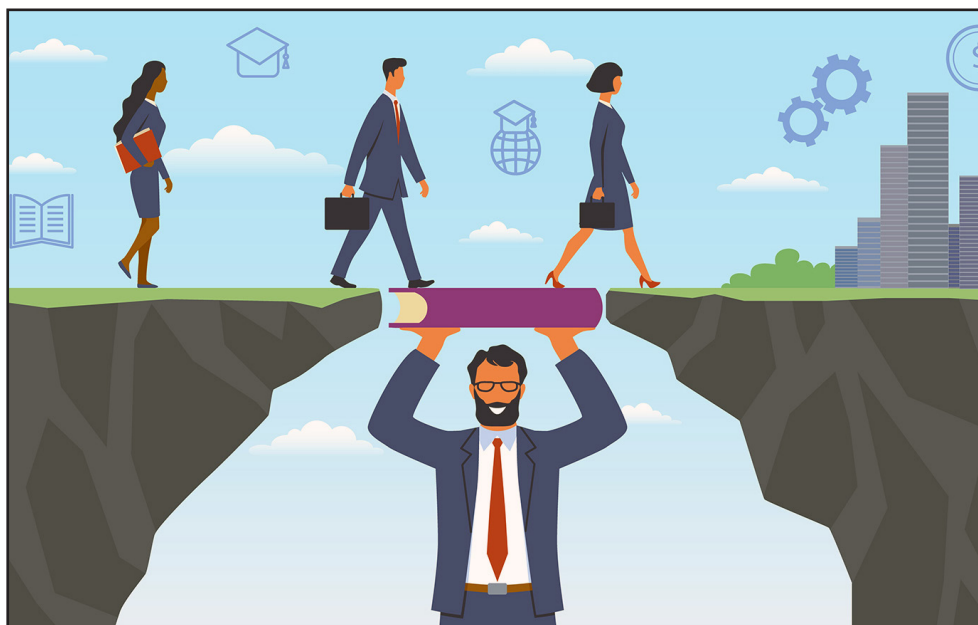
Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 7 hours
Prerequisites: None

This full-day course will arm you with the tools you need to take your training from good to great!

You will learn how to:

- Assess the needs of the audience.

- Apply the principles of adult learning.

- Develop focused training content.

- Create a meaningful classroom experience to energize learning.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Strengths: Enhancing Your Personal Performance (MDSTRE)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: CliftonStrengths assessment online

Recognizing your strengths is more than acknowledging that you're good at something. This half-day training encourages you to discover and use your top five strengths for increased productivity.

The training will cover three areas:

- CliftonStrengths assessment.
- Top five themes of each participant.
- Application of those top themes.

Audience: All staff

Stress Management (MDPSTR)

Type of Training: Classroom
Length of Training: 3.5 hours
Prerequisites: None

Stress is a part of life, but the good news is that it can be managed. How can you effectively cope with your stress? In this fun, interactive course, you will:

- Learn what stress is and how it affects your body and mind.
- Identify specific triggers that cause the most stress in your life.
- Practice techniques for reducing and eliminating stress.
- Develop an action plan for managing stress and increasing relaxation in your daily life.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

Purchase requesters must take this mandatory training, which is also recommended for purchase approvers. You will learn how to submit a purchase requisition (PR) in the PeopleSoft Financial System, also known also as the Workforce Reporting, Accounting, and Purchasing System (WRAPS). You also will become familiar with critical requirements for completing a PR.

Audience: Purchase requesters and approvers
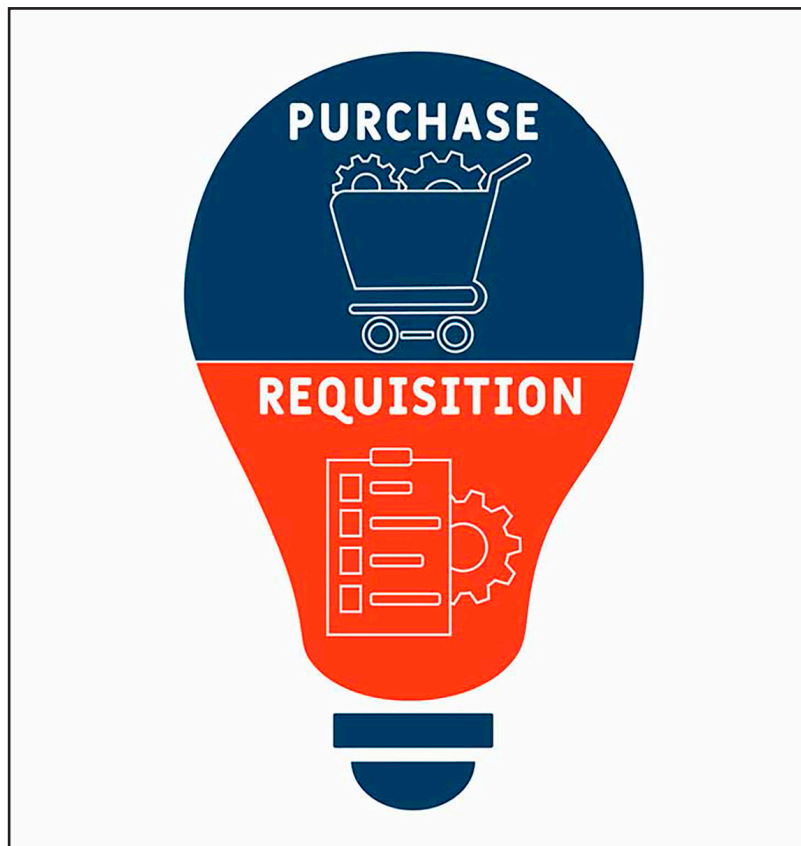
Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

What does it mean to be a professional? This course examines the concept of professionalism and explains the purpose of TWC's Five Core Dimensions, the criteria by which all TWC employees are evaluated.

In this class, you will:

- Discuss the concept of professionalism and professional mindsets.

- Self-assess your professional aptitudes.

- Explore the Five Core Dimensions.

- Analyze workplace scenarios within the context of the Five Core Dimensions.

Audience: TWC staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Supervisory Skills Development (MDPSSD)

Type of Training: Classroom
Length of Training: 10 hours
Prerequisites: None

Supervisors and managers are encouraged to take the course Aspiring Leaders before taking this class.

Supervisory Skills Development, taught over two days, provides practical skills for new and experienced supervisors and managers. In this class, you will explore:

- Your circle of influence as a supervisor.
- Principles of leadership to empower your team.
- Techniques to motivate your employees, develop their skills, and assess their readiness for new challenges.
- Coaching to improve performance.
- Mediation techniques to address problems.

Audience: Supervisors and managers

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 1.5 hours
Prerequisites: None

Do you approach challenging interactions with anxiety and dread, often leaving with a feeling that you could have performed better? In this training, you will learn techniques to boost your confidence and performance.

By applying psychologist Amy Cuddy's powerful TED Talk, "Your Body Language May Shape Who You Are," you will:

- Learn two simple techniques to tap into your inner confidence.
- Identify ways to use these techniques in your daily life.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Team Building: Working Effectively in a Team Environment (MDWETE)

Type of Training: Classroom
Length of Training: 7 hours
Prerequisites: None

This course provides strategies to improve your interactions with team members, develop trust, and recognize the importance of sharing and accepting other perspectives. You will:

- Identify why some discomfort is essential for learning, growth, and change.
- Discuss the different critical roles each team member plays.
- Recognize the importance of understanding team members' intentions.
- Examine the value of sharing your perspective and acknowledging the perspective of others.
- Develop an action plan of strategies to improve your performance on a team.

Audience: All staff

Our participants say:

"I know for certain that some things resonated with several staff members and at least one relationship has changed, and they are working much better with each other."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Transitional Motivation (MDPTRM)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

Change is constant — how can we make the most of it? This training emphasizes taking individual responsibility for our response to change and focuses on:

- The three phases of the transition process.
- Personal transitional experiences and methods to manage them in a positive way.
- New techniques to successfully deal with all phases of transition.
- Personality characteristics and their effect on coping with change.

Audience: All staff

Our participants say:

"Some of the most useful concepts were accepting the differences of team members and dealing with change … how being 'stuck' is so destructive and how to get on track."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

TWC Ethics Training CBT (ETHICS)

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

TWC employees must take this training every two years. You will learn ethics laws and related TWC policies and guidelines.

Each course module has a brief introduction with information on the TWC ethics policy. Scenarios are based on real examples or situations that have occurred at TWC or another state agency.

Training topics include:

- Standards of conduct as a TWC employee.
- Conflicts of interest.
- Ethical dilemmas.

Audience: TWC staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

TWC employees must take this training within 30 days of hiring or rehiring. You will learn:

- TWC's mission, priorities, and goals.

- TWC's structure.

- Key TWC policies and procedures.

Note: This training provides a general overview of TWC policy. For complete descriptions of commission policy, review the Personnel Manual and other manuals on the TWC intranet at https://intra.twc.texas.gov/intranet/gl/html/manuals.html

Audience: TWC staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Veteran Management Training Certificate CBT (HRVMT)

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

In this training, you will:

- Learn how to identify and leverage the skill sets of veterans.

- Discuss misconceptions typically associated with military leaders in the civilian workforce.

Audience: Supervisors

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 20 hours
Prerequisites: None

For VR staff, often the most challenging part of a customer's case is helping the customer explore career choices and create an employment goal.

You will learn how to:

- Develop employment goals with customers.

- Use assessment tools to conduct job searches.

- Guide customers toward vocational success with confidence.

Audience: VR counselors

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 20 hours
Prerequisites: None

This course addresses building and maintaining successful teams of VR counselors and rehabilitation assistants.

You will learn how to:

- Improve verbal and written communication.
- Use tools such as Outlook and ReHabWorks to improve compliance with federal guidelines and responsiveness to customer needs.
- Implement case management strategies to work more effectively and efficiently.

Audience: VR counselors and VR rehabilitation assistants

Our participants say:

"Thank you for encouraging us to attend this as a team. We had time to talk about new processes to help improve our caseload compliance."

"I can better manage my appointments and have more control over my day-to-day work activities."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

VR: Computerized Criminal History and VR Implications (VRCRIM)

Type of Training: Classroom
Length of Training: 5 hours
Prerequisites: CJIS Security Awareness Training, Level 2, provided by the Texas Department of Public Safety

VR counselors must take this mandatory training. During the VR process, a customer may disclose that they have a criminal history.

VR counselors must take exceptional care to consider: a customer's ability to acquire a license, permit, or other credentials needed for employment and the impact a customer's criminal history may have on their employment goals.

You will:

- Review VR policy and procedures for computerized criminal history (CCH) checks.
- Review the process for requesting CCHs and coordinating with the Texas Department of Licensing and Regulation for licensed occupations.
- Review and interpret a CCH to improve decision-making with respect to vocational goal selection.
- Identify documentation requirements, as well as storage and retention policies.

Audience: VR counselors

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 8 hours
Prerequisites: None

Someone experiencing a disability may have strong emotions, experience depression, or be in denial. Everyone reacts differently. This course will teach you how to help people with a disability cope with their condition.

You will:

- Discuss how customers adjust to disability.

- Practice communication techniques to motivate customers to make behavioral and life changes.

- Review and practice quality case documentation that reflects first-rate counseling and guidance to customers with disabilities.

Audience: VR counselors

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

VR Counselor Quick Start Guide CBT (VRCQSG)

Type of Training: Computer-based
Length of Training: 20 minutes
Prerequisites: None

This training provides VR counselors a tour of the VR Counselor Quick Start Guide. After being hired, new VR counselors and supervisors will receive a link via email to access this training.

Topics include:

- Creating a learning plan with your supervisor.

- Setting up your Accessibility Training Profile if reasonable accommodations are needed.

- Completing activities in the Unit Orientation Checklist to provide expectations at the management unit level.

- Working with your mentor or designee on independent study; observing your mentor; performing work activities; and receiving feedback and coaching on the following topics:

  - Getting to know your partners.

  - Getting to know your customers.

  - Eligibility determination.

  - Assessing and planning the needs of your customer.

  - Making progress toward positive outcomes.

Audience: VR counselors

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 16 hours
Prerequisites: None

Decision-making in the VR program requires a thoughtful and consistent approach to help you and your customer determine the best pathway toward competitive integrated employment, which is the foundation of the Workforce Innovation and Opportunity Act and its regulations. This training will help you:

- Demonstrate listening techniques that enhance the counselor-customer relationship.
- Identify strategies to address expected and unexpected barriers in decision-making throughout the VR process.
- Demonstrate negotiation skills that lead to agreement.
- Explain the reason for saying no when necessary.
- Discuss sensible guidelines for timely decision-making and apply strategies for consistent use within the VR process promoting competitive integrated employment.
- Apply consistent cross-checks to ensure ethics, policy, informed customer choice, and progress toward the goal of competitive integrated employment are applied.

Audience: VR counselors and VR program specialists

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

VR: Diabetes for VR Professionals (DIAVRP)

Type of Training: Classroom
Length of Training: 12 hours
Prerequisites: None

Diabetes is a major health crisis in the United States and the leading cause of new blindness in Texas. It is critical that VR staff understand how diabetes affects the body and employment outcomes. This training will help you provide counseling and guidance to customers with diabetes.

You will:

- Discuss the different types of diabetes.

- Learn the importance of A1C levels and the ways that they can affect a customer's health.

- Identify potential vocational implications and functional limitations that a customer may have.

- Explore secondary disabilities that can have a direct link to diabetes.

- Identify resources that Texas Workforce Solutions-Vocational Rehabilitation Services staff can use to help customers with diabetes reach their employment goals and live more independently.

Audience: VR counselors

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 8 hours
Prerequisites: None

As a VR counselor, you have two important types of customers: employers who need good employees and job seekers. You will learn how to:

- Use resources from the National Employment Team — sponsored by the Council of State Administrators of Vocational Rehabilitation — to build customer relationships.

- Identify local labor market opportunities and apply strategies that develop business partnerships and better employer engagement.

- Advance stronger business relations teams, increasing disability and accommodation awareness, as well as expanding job placement and retention options.

Audience: VR counselors and program specialists

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 3 hours
Prerequisites: None

In this course, you will review ethical standards for the Commission on Rehabilitation Counselor Certification and TWC. You also will review organizational policies for TWC and Texas Workforce Solutions-Vocational Rehabilitation Services.

You will:

- Identify the ethical implications related to counseling relationships, confidentiality, and communication.
- Discern the ethical dilemmas associated with advocacy and accessibility for customers with disabilities.
- Develop strategies for the unique ethical challenges posed by today's technology and transparency.

Audience: VR counselors

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

<div>VR for Customers in the Justice System (YCA146)</div>

Type of Training: Classroom
Length of Training: 8 hours
Prerequisites: None

This course explores common challenges VR counselors and customers within the justice system face that affect VR services. It covers the profile of customers within the justice system, their most prevalent disabilities, barriers to employment, rights as VR customers, and ways to build community resources.

You will:

- Review laws that protect customers with disabilities in the justice system.
- Learn to use an individualized, integrated, and multiservice approach when providing VR services.
- Address common attitudes, feelings, and considerations that affect reentry and employment for people who've been in the justice system.
- Identify and use community resources and services for employment success.

Audience: VR counselors

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 24 hours
Prerequisites: RHW 101: Introduction to ReHabWorks

New VR administrative support staff must take this training. It provides guidance on documenting case notes and developing relationships with counselors, customers, and vendors.

You will learn how to:

- Identify and apply the policies related to the VR process.

- Build technical skill in ReHabWorks, including accessing reports and completing service records and service authorizations.

- Develop your internal and external customer service skills.

- Use people-first language and appropriate disability etiquette.

- Provide excellent customer service.

Note: This training is offered by invitation only. T&D will contact you for scheduling based on your date of hiring. Other staff members who want to take this training should contact the T&D Help Desk for assistance.

Audience: New VR rehabilitation assistants

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: Self-paced
Prerequisites: None

This is the first of a mandatory four-course series for new VR counselors. It provides an overview of VR history.

You will:

- Learn the history and evolution of VR, its TWC division, and Texas Workforce Solutions-Vocational Rehabilitation Services.

- Review federal and state laws related to VR.

- Discuss how the TWC philosophy affects the VR process.

- Discuss the Customer F.I.R.S.T. Philosophy and its importance when providing VR services.

Audience: VR counselors and VR rehabilitation assistants

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

VR Introduction to Services (VRSVCS)

Type of Training: Classroom
Length of Training: 20 hours
Prerequisites: VR Historical Foundations CBT, VR Process Fundamentals CBT, VR Quality Documentation

This is the fourth of a mandatory four-course series for new VR counselors. Discussion and activities will include feedback on your casework and an overview of VR services.

Primary focus areas of this training include:

- Behavioral health.

- Counseling and guidance.

- Deaf and hard of hearing services.

- Employment services.

- Physical restoration.

- Transition services.

- Blind and visual impairments.

Note: This training is offered by invitation only. T&D will contact you for scheduling based on your date of hire. Other staff members who want to take this training should contact the T&D Help Desk for assistance.

Audience: New VR counselors

Our participants say:

"Absolutely loved this course and the information presented."

"I feel even more confident as a new VR counselor since taking this course."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

This course for VR counselors focuses on assessing the job readiness of VR customers. You will learn how to enter customer information into the ReHabWorks system and partner with your VR Business Relations Team.

You will learn how to:

- Identify the key components of job readiness.

- Determine if the customer is job-ready.

- Identify why you should mark a customer as job-ready in ReHabWorks.

- Examine the job-ready report and create action items.

- Understand how the business relations coordinator can assist with direct job placement.

- Increase the number of your successful closures.

Audience: VR counselors

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

VR Management GOALS: Goal-Oriented Approach for Leadership Success (VRGOAL)

Type of Training: Classroom
Length of Training: 20 hours
Prerequisites: None

This course explores aspects of successful management practices, including how to effectively lead teams, manage goals and performance, communicate clear expectations, and cultivate a healthy work environment.

By the end of this class, you will be able to:

- Describe the unique VR culture and how it supports the attainment of "Customer F.I.R.S.T." goals.
- Develop a best-practices communication plan for your team.
- Set and communicate clear expectations to increase accountability and performance.
- Use a systematic approach for analyzing unit performance measurements and goals.
- Create an action plan to support the implementation of unit business goals.
- Use budget reports in ReHabWorks – Reports to monitor unit caseload budgets.

Audience: VR managers, supervisors, and administrative supervisors

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

VR: MAPS Intro to Purchasing Surgery and Low-Vision Devices CBT (YAD001)

Type of Training: Computer-based
Length of Training: 2 hours
Prerequisites: None

This course will familiarize you with the rules and procedures for purchasing restoration services (physical and mental). You will learn the maximum affordable payment schedule codes (MAPS) that should be used for the purchase.

The first module covers low-vision and includes information about medical evaluations, such as pathology and laboratory services, prescriptions for eyeglasses, contact lens fitting fees, and other low-vision services.

The second module walks you through planning surgeries and the variables involved: vendor setup, hospitals, the role of the medical services specialists, reimbursement rates, codes, comparable benefits, and the state medical and optometric consultants.

Audience: VR staff

VR: Mentoring for VR Professionals (VRMENT)

Type of Training: Classroom
Length of Training: 16 hours
Prerequisites: None

Being a mentor is rewarding for everyone involved; the mentor builds new relationships and the mentee learns new skills. This training will help you become a more confident and effective mentor.

You will:

- Identify the characteristics of a skilled mentor.
- Assess your areas of strength and areas for improvement in mentoring VR staff.
- Learn how to provide fair and balanced feedback to mentees.

Audience: VR staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

VR Process Fundamentals CBT (VRFUND)

Type of Training: Computer-based
Length of Training: Self-paced
Prerequisites: VR Historical Foundations CBT

This is the second of a mandatory four-course series for new VR counselors. In this training, you will:

- Learn the roles and responsibilities of a VR counselor.
- Learn each phase of the VR process and how to move a case successfully from initial contact to successful closure.
- Demonstrate the use of required software, tools, and resources to facilitate case documentation and timely case movement.
- Discuss compliance and quality decision-making throughout the VR process.
- Identify labor market and career-information tools to effectively assist customers in achieving competitive integrative employment.
- Learn how VR counselors use the Monitoring OverSight and Internal Controls (MOSAIC) process to review cases.

Audience: New VR counselors; may be taken by RAs with supervisor approval

Our participants say:

"Bringing real world examples helped me understand the reality of the job."

"All the different activities were helpful and increased my learning."
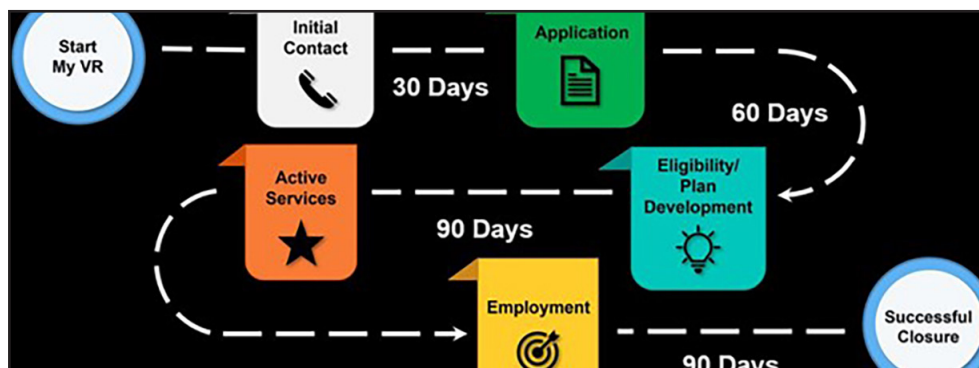
Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 20 hours
Prerequisites: VR Historical Foundations CBT and VR Process Fundamentals CBT

This is the third of a mandatory four-course series for new VR counselors. It focuses on gathering and documenting information about a VR customer.

Your instructors will walk you through a real case riddled with challenges. Afterward, you will explore one of your own cases with unique challenges.

Via peer activities and instructor guidance, you will:

- Review case notes that you have written.
- Ensure the notes are written according to policy standards.
- Evaluate case decisions you have made.

Note: This training is offered by invitation only. T&D will contact you for scheduling based on your date of hire. Other staff members who want to take this training should contact the T&D Help Desk for assistance.

Audience: New VR counselors

Our participants say:

"Great course that really increased my knowledge and awareness of my responsibilities. Amazing course and instructors."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

VR: Serving Transition-Age VR Customers (STAVRC)

Type of Training: Classroom
Length of Training: 24 hours
Prerequisites: None

Transition VR counselors and VR counselors with school liaison responsibilities must learn and understand the Workforce Innovation and Opportunity Act (WIOA) and related TWC policies, procedures, and best practices. In this training, discussion topics include:

- Special education/Section 504 of the Rehabilitation Act of 1973.

- Pre-employment transition services.

- Disabilities commonly served in transition.

- Time management and resources in a virtual office.

- Best practices for serving transition-age VR customers.

Audience: Transition VR counselors and VR counselors with school liaison responsibilities

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 16 hours
Prerequisites: None

Substance use disorders are a common factor in rehabilitation cases and present barriers to success. Barriers can include unrealistic goals, manipulative behaviors, poor hygiene, unstable living conditions, and lack of progress, to name a few. This training teaches you techniques to help your VR customers overcome barriers and achieve their goals.

You will learn how to:

- Demonstrate understanding of substance use as a disability.

- Describe informal and formal assessment strategies to identify substance use disorders.

- Discuss eligibility policy on substance use disorders.

- Use motivational interviewing techniques during counseling and guidance.

- Anticipate and prepare for common business concerns about hiring people with substance use disorders.

- Explore commonly needed accommodations and post-job-offer support strategies for continued recovery.

Audience: VR counselors

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

VR teachers help customers achieve independence and employment. This training provides an overview of the roles and responsibilities of a VR teacher.

Audience: VR staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

VR Voter Registration Services CBT (VRVOTE)

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

VR staff must take this training. It describes voter registration services and procedures and provides an overview of the federal and state voter registration laws.

You will learn how to:

- Identify the laws requiring TWC to offer voter registration services.

- Explain the voter registration process to VR customers.

- Assist VR customers with voter registration, if requested.

- Document voter registration services provided to a VR customer according to VRSM policy.

Audience: VR staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer-based
Length of Training: 1.5 hours
Prerequisites: None

In this training, you will learn how to complete the discrimination complaint process under the Workforce Innovation and Opportunity Act (WIOA) and demonstrate an awareness of:

- What a WIOA discrimination complaint is and its legal source.
- Who can file a WIOA discrimination complaint, who can receive a discrimination complaint, and who is an equal opportunity officer.
- When and where someone can file a WIOA discrimination complaint.
- How staff process WIOA discrimination complaints.

Audience: VR counselors

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Workers' Compensation Health Care Network Training CBT (WCHCN)

Type of Training: Computer-based
Length of Training: 0.5 hour
Prerequisites: None

This training provides information about TWC's workers' compensation insurance carrier, the State Office of Risk Management, which partners with a Workers' Compensation Health Care Network, known as the Injury Management Organization Med-Select Network.

Audience: TWC staff

Workforce 101: An Introduction to Texas Workforce Solutions (PWF101)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

This course presents an overview of the Texas Workforce Solutions system. It covers how to integrate the various federal, state, and local workforce programs so that you can provide quality customer service.

Topics include:

- Texas legislation of the one-stop delivery system for services.
- The major components and local structures of the workforce system.
- An integrated service approach to delivering multiple services.
- Agency and staff support systems.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff

Our participants say:

"Very useful to learn about TWC's programs and services."

"A valuable foundation for fulfilling my duties."

"This should be a required course."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Working With Generational Differences (MDPWGD)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

Can baby boomers, Generation Jones, Generation X, millennials, and Generation Z all work together as a team? Yes, if they understand the motivating forces for the different generations and apply their preferred communication skills.

In this training, you will discover:

- Key characteristics of the five different generations in the workplace.
- Ways specific events shaped each generation's beliefs, values, and expectations.
- Communication strategies that foster respect and problem-solving.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

WorkInTexas (WIT) Case Management for SNAP and TANF/Choices (WITSNTA)

Type of Training: Computer classroom
Length of Training: 7 hours
Prerequisites: None

This course is designed for staff who use the SNAP and TANF/Choices programs in WorkInTexas to case manage SNAP and TANF/Choices program participants. In this class, you will:

- Gain hands-on experience navigating WorkInTexas for both SNAP and TANF/Choices Case Management.
- Become familiar with how the services are entered and function within SNAP and TANF/Choices Case Management.
- Use the program application functions to manage a fictitious SNAP and TANF/Choices client from program entry to program exit.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff

WorkInTexas Case Management for Trade Adjustment Assistance (WITTAA)

Type of Training: Computer classroom
Length of Training: 7 hours
Prerequisites: None

This course is designed for staff who use the Trade program in WorkInTexas to case manage Trade program participants. In this class, you will:

- Gain hands-on experience navigating WorkInTexas for Trade Case Management.
- Become familiar with how the services are entered and function within the Trade Case Management.
- Use the program application functions to manage a fictitious Trade client from program entry to program exit.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer classroom
Length of Training: 10 hours
Prerequisites: None

This course is designed for staff who use the WIOA program in WorkInTexas to case manage WIOA program participants. In this class, you will:

- Gain hands-on experience navigating WorkInTexas for WIOA Case Management.

- Become familiar with how the services are entered and function within WIOA Case Management.

- Use the program application functions to manage a fictitious WIOA client from program entry to program exit.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer classroom
Length of Training: 7 hours
Prerequisites: None

The WorkInTexas.com application matches qualified job seekers with employment opportunities. This class covers the key functions used by Business Services staff.

In this class, you will:

- Gain hands-on experience on how to navigate WorkInTexas.

- Learn how to use WorkInTexas employer features to create and post online jobs, search for candidates, and find candidates that best match employer job postings.

- Learn how to use WorkInTexas staff features to enable new employers in WIT, enable job postings, provide services, and perform other staff functions.

Audience: TWC, Workforce Development Board, and Workforce Solutions Business Services office staff

Our participants say:

"A very thorough and concise training. My knowledge of Work in Texas has increased after this training."

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

WorkInTexas for Career Counselors (WITVCC)

Type of Training: Computer classroom
Length of Training: 10 hours
Prerequisites: None

The WorkInTexas.com application matches qualified job seekers with employment opportunities. This class covers the key functions used by Career Counselors.

In this class, you will:

- Gain hands-on experience on how to navigate WorkInTexas.

- Learn how to use WorkInTexas job seeker features to create and post online resumes, search job postings, complete a State of Texas application, and find job openings that best match job seeker qualifications.

- Learn how to use WorkInTexas staff features to enroll job seekers in the Wagner-Peyser program and services, create Individual Employment Plans (IEP), create referrals, and perform other staff functions.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff

WorkInTexas Reports (WITRPT)

Type of Training: Computer classroom
Length of Training: 8 hours
Prerequisites: None

This course is for staff who use the WorkInTexas application during daily operations. The class includes hands-on exercises that will help you learn how to:

- Create a report and share it in the WorkInTexas "My Reports" feature.

- Schedule reports to run at a future date in the "My Reports" feature.

- Create, access, and share ad hoc queries.

- Create and run detailed reports of the commonly used reports.

- Analyze data requests and determine which report (InfoMaker/Ad Hoc, Workforce/TWIST, or WorkInTexas) will generate the desired results.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Computer classroom
Length of Training: 8 hours
Prerequisites: None

This course is for staff who use the WorkInTexas case management application during daily operations.

The class includes hands-on exercises that will help you learn how to:

- Create a report and share it in the WorkInTexas "My Reports" feature.

- Create and run detailed reports of the commonly used reports.

- Schedule reports to run at a future date in the "My Reports" feature.

- Create, access, and explore other features of WIT Reports.

- Create, access, and explore other Texas Workforce Commission external reporting features as it relates to case management.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

WRAPS: Submitting Receipts CBT (WRAPSSR)

Type of Training: Computer-based
Length of Training: 1 hour
Prerequisites: None

The WRAPS (Workforce Reporting, Accounting, and Purchasing System): Submitting Receipts recorded CBT will guide you through the process of receiving goods and services in WRAPS to ensure that TWC makes timely payments.

After this training, you will be able to:

- Define useful WRAPS terms and user interface (UI) elements.
- Demonstrate the ability to receive goods and services in WRAPS and successfully submit receipts.
- Modify, cancel, and print receipts, applying these actions as needed in WRAPS.
- Understand and explain the standard operating procedure for receipt requests.
- Identify and access readily available procurement resources.

Audience: End users of WRAPS

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Writing Effective Email (MDPWEM)

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

Email is the most common, convenient, and potentially cumbersome means of business communications. From customer service representatives and case managers to administrative professionals and CEOs, almost everyone uses email to communicate with customers and colleagues.

You will learn:

- When to use email and when not to.

- What makes up the anatomy of an email and tips for using each part effectively.

- How to set the right tone between formal and casual for your reader.

- What techniques can keep your email brief, clear, and efficient.

Note: This half-day course complements the information in two other courses: Business Writing Streamlined and Grammar Streamlined for Business Writing.

Audience: All staff
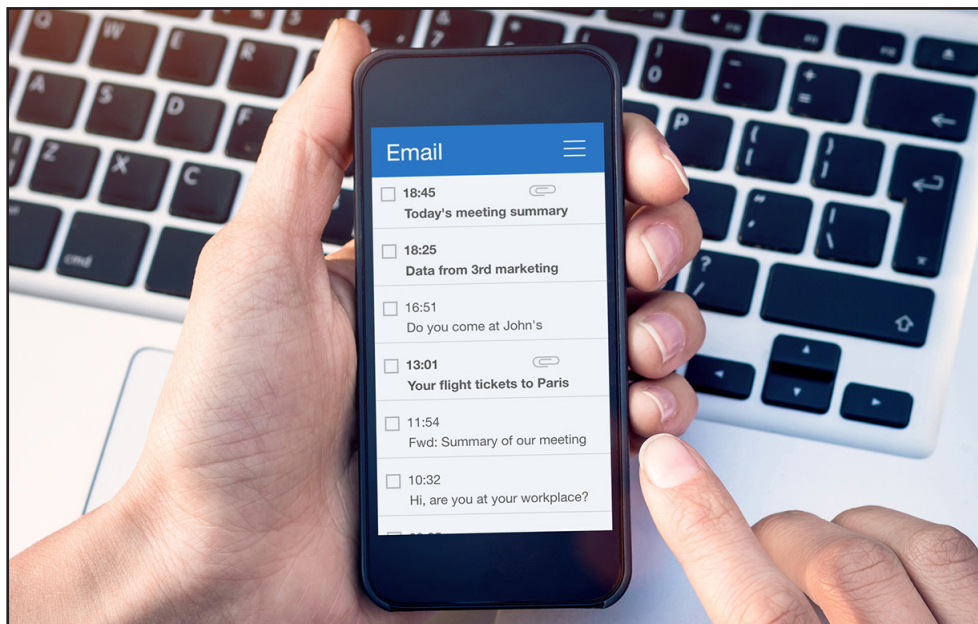
Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Course Descriptions

Type of Training: Classroom
Length of Training: 4 hours
Prerequisites: None

You face many challenges when writing a standard operating procedure. How do you cover process steps without getting bogged down in details? How do you make it clear enough for anyone to follow, but also keep it flexible for future modifications?

This interactive training covers how to:

- Distinguish policies from procedures.

- Develop the four steps of standard operating procedures.

- Select among the four writing format options.

- Use clear words to clarify meaning.

Audience: All staff

Note: Some courses include a cost for non-TWC participants; see the price list on Page 127.

Palm Trees, Corpus Christi

Training Resources

Training Resources

This section includes information on services we provide, specialized training, and recommended classes. For detailed information on classes listed in this section, refer to the Course Descriptions.

Career Schools and Colleges Representative Training

To comply with statute and TWC rule, career school or college staff who solicit or enroll students must first register as a representative with TWC and pass this computer-based course.

This course covers the laws and rules on representatives, admissions, advertising, and the solicitation and admission of students.

The course is for school and college representatives who are registered or wish to register with TWC.

Contact TWC Career Schools and Colleges Resources staff for instructions on accessing this course. Email them at career.schools@twc.texas.gov, or call 512-936-3100 or (toll-free) 866-256-6333, option 1.
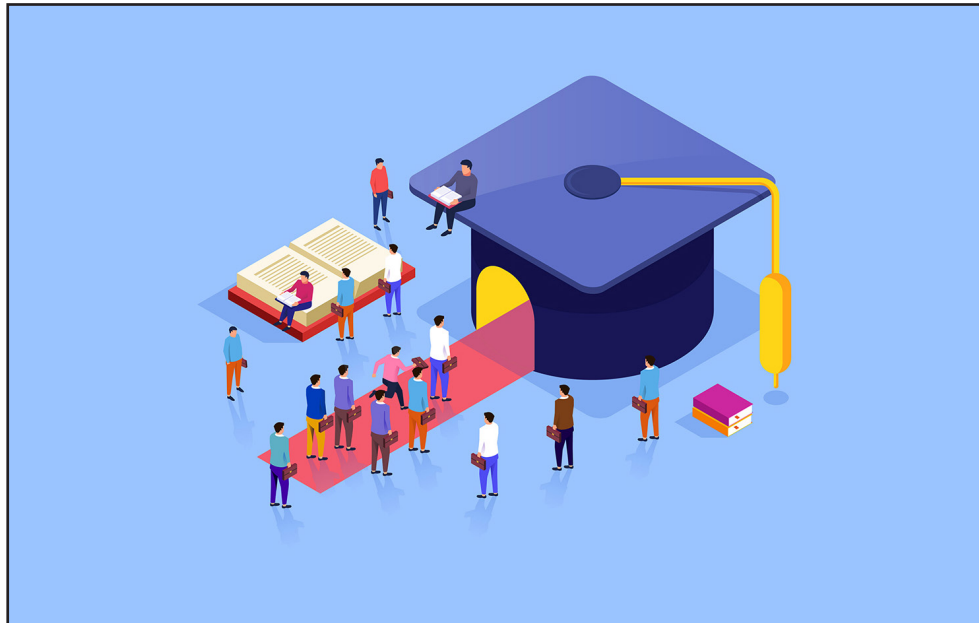
Training Resources

Training and Development offers presentation services with a wide variety of timely and relevant topics for your conference or meeting. Our experienced presenters use effective techniques to engage the audience and provide useful information, tools, and techniques on many topics.

Presentations are less than two hours and include, but are not limited to, the following topic areas:

Human dynamics: Dealing With Difficult People, Stress Management, collaborative leadership, enhancing communication skills, and time management.

Management: Engaging employees, transitional leadership, and generational gaps in the workforce.

Trainer training: Processing games in three easy steps, meeting audience needs, and introversion and extroversion in the classroom.

Vocational rehabilitation: Presentations for VR courses.

Workforce: Roles and responsibilities of the Workforce System and integrated services.

Training Resources

Commission on Rehabilitation Counselor Certification – Continuing Education Unit

For Texas Workforce Commission VR staff, T&D reviews and approves course content for the awarding of continuing education units from the Commission on Rehabilitation Counselor Certification (CRCC).

To download a list (Microsoft Word) of CRCC courses approved by T&D, visit the TWC intranet at: https://intra.twc.texas.gov/intranet/train/docs/ebook_vr_td_classes_with_crcc_ceu.docx

Facilitation Services

T&D offers facilitation services that promote involvement and high performance from individuals attending your next meeting, workgroup, or retreat. Our experienced facilitators use effective techniques to manage group dynamics and guide participants to focus on common issues, develop mutual understanding, and create consensus. Partner with T&D to make your meetings successful.

Leadership and Management Program

The Training and Development Department is proud to have launched a new, formalized Leadership and Management Program in June 2023. It's designed to help new and experienced managers, and it's free to TWC personnel. After completion, participants will receive a certificate recognizing their professional development.

Why is this program needed? As in most organizations, TWC staff are often promoted to management positions because they performed their former jobs so well. While they can use their expertise to mentor direct reports on duties and processes, they may know little about leadership and management, the two crucial aspects of their job. Meanwhile, even experienced managers currently face seismic shifts in the workplace. As a result, managers may feel overwhelmed, stressed, frustrated, and confused about where to find guidance.

Enter the TWC Leadership and Management Program (LAMP), which is designed to enlighten managers and illuminate solutions to workplace issues. Participants do not need to enroll in the program but rather can map their own development paths by selecting eight courses from 25 offerings. The courses meet a spectrum of management-training needs and can be found on the following pages.

Training Resources

Other details about the program include:

- Most classes last only four hours to fit busy schedules.

- There is no time limit to complete the program.

- Only courses listed for the program count toward the certificate.

- Courses will be offered on rotation throughout the year so candidates can make steady progress. (Check CAPPS and GovDelivery emails for offerings.)

- Participants will receive credit for listed courses that they've already completed.

- After completing the eight courses, participants will send their CAPPS transcripts to the Training and Development Help Desk to receive a certificate.

To conclude, if you're a manager who is uncertain about how to develop your management skills, please use TWC's LAMP to discover a way forward.

Program Logistics
Candidates need to complete a total of eight courses to receive a TWC LAMP certificate.

A. Candidates need to complete six courses from Group A:

1. **Management Strategies for Employee Development (MDMSED)** Supports your responsibility to develop and train your employees effectively.

2. **Leadership in Management: Becoming an Integrated Leader (MDPLMB)** Helps managers to integrate behaviors related to management and leadership and to address difficulties that come with the position.

3. **New Managers' Road Map (MDPNMR)** Helps new managers learn TWC policies, assess personnel issues, and onboard new staff.

4. **Supervisory Skills Development (MDPSSD)** (counts as two courses) Provides a practical approach to employee supervision, including roles and responsibilities of supervision, situational leadership, employee readiness levels, motivation, and team building.

5. **Aspiring Leaders (MDPASP)** Offers a leadership assessment, explores leadership styles, and provides guidelines for new leaders' first 90 days.

6. **Conflict Management Strategies for Supervisors (MDCMFS)** Explores techniques to build a culture that does not invite conflict, identifies the basic types of conflict, and offers strategies to transform it into a positive process.

Training Resources

7. **Customer Service for Managers (MDPCSR)** Emphasizes the importance of management creating a work environment that promotes outstanding customer service.

8. **Emotionally Intelligent Manager (YMG025)** Explores the four components of emotional intelligence (EI), reviews EI strategies, identifies how they strengthen each component of EI, and describes how EI relates to identified management skills.

9. **Employee Retention (MDPRTN)** Identifies factors that contribute to low and high retention and explores strategies to foster retention.

10. **Managing Across Generations (MDPMAG)** Explores implementation of new strategies in communication and employee relations using the M.E.E.T model, along with an assessment for management in a generationally diverse workplace.

11. **Project Management Essentials for Leaders (MDPPML)** Explores basic concepts, then instructs managers how to manage multiple team projects, problem-solve along the way, and evaluate the process used for future improvement.

12. **Succeeding at TWC: Professionalism and the Core Dimensions (MDPPCD)** Examines the concept of professionalism and explains the purpose of TWC's Five Core Dimensions, the criteria by which all TWC employees are evaluated.

13. **Coaching (MDPCCH)** Explains how to use coaching strategies to improve employees' confidence, work habits, and performance.

14. **Managing Remote Teams CBT (MRTMS)** Explores how to manage remote teams to ensure accountability, productivity, and performance.

15. **Performance Planning and Review (PPR) Process for Supervisors (MDPPRS)** Helps supervisors understand the TWC PPR process and the leadership opportunity that performance reviews offer.

16. **One of the three writing courses:**
    a. **Business Writing Streamlined (PBWSL).**
    b. **Grammar Streamlined for Business Writing (PGSBW).**
    c. **Writing Effective Emails (MDPWEM).**

B. Candidates need to complete two courses from Group B:

17. **Insights (MDPIPE)** Provides information using the Insights Discovery Evaluator to develop a deeper understanding of yourself and others, and includes practice on valuable communication strategies.

18. **Dealing With Difficult People: Get Mindful, Not Mad (MDPDWD)** Reviews common difficult behaviors and the drives behind them, and offers strategies for responding to them.

Training Resources

Leadership and Management Program (continued)

19. **Facilitation Skills for Meetings (MDPFAC)** Teaches meeting facilitation skills and guidelines for being an effective facilitator.

20. **Presentation Skills (MDPPRE)** Teaches how to create effective presentations and deliver them without being nervous.

21. **Strengths: Enhancing Your Personal Performance (MDSTRE)** Helps you to discover and use your top five strengths.

22. **Problem-Solving and Decision-Making Strategies (MDPPDS)** Provides techniques to analyze the root causes of problems and to generate innovative solutions.

23. **Becoming a Critical Thinker (MDPICT)** Explains how to become a critical thinker by defining the three functions of the mind and the factors that may prevent critical thinking.

24. **Stress Management (MDPSTR)** Defines stress, explains its effects, identifies triggers that cause stress, and offers techniques for reducing it.

25. **Achieving Greater Success Through Accountability (MDPACC)** Explores the elements of accountability and ways to improve it.

How do candidates request their certificates of completion?

1. Candidates will submit their CAPPS training transcripts to the Training and Development Help Desk at: training.development@twc.texas.gov (**Note:** Candidates will receive credit for courses taken before this rollout.)

2. The Training and Development director will sign certificates, send them to candidates, and notify their managers.

Training Resources

TWC and Workforce Solutions employees must take certain mandatory training classes. Some training is mandatory for all TWC employees; some training is mandatory for specific employees, depending on the type of work they do. For example, Workforce Development Board members, board staff, Workforce Solutions office staff, and certain partner staff may need job-specific mandatory training.

Most mandatory courses can be accessed online; exceptions are noted in the course descriptions.

- [Mandatory Training for TWC Staff](https://twcgov.sharepoint.com/sites/BusOPS/BusOpsIntra/SitePages/Training%26DevelopmentHome.aspx):
  https://twcgov.sharepoint.com/sites/BusOPS/BusOpsIntra/SitePages/Training%26DevelopmentHome.aspx

Warning: TWC employees must take all training via this webpage. TWC employees who do not take their training via this webpage will not receive credit and will have to retake the training.

- [Mandatory Training for Board and Contractor Staff](https://www.twc.texas.gov/development/train/board_and_contractor_training_links.html):
  https://www.twc.texas.gov/development/train/board_and_contractor_training_links.html

Note: Some training may be offered virtually. For more information, visit the [T&D webpage](www.twc.texas.gov/training) at www.twc.texas.gov/training

Accessible Documents With Microsoft Word

Electronic and information resources (EIR) accessibility liaisons must take this mandatory training every two years. This class teaches students to produce documents that comply with Texas Workforce Commission EIR accessibility policy, state and federal accessibility laws and rules, and accessibility best practices.

Accessibility: Inclusive Presentations

Electronic and information resources (EIR) accessibility liaisons must take this mandatory training every two years. It covers preparing for and presenting to all audiences in an accessible way.

Americans With Disabilities Act (ADA) Overview and Amendments Act of 2008 for Supervisors CBT

TWC supervisors and managers must take this mandatory training once. It provides a review of the ADA of 1990 as it relates to employment, the ADA Amendments Act of 2008, and TWC policy for providing accommodations.

Customer Relations and Complaint Resolutions CBT

TWC employees must take this mandatory training once. Customer Relations and T&D collaborate to provide ongoing training with information about customer relations complaint handling and resolution policies and procedures.

Training Resources

Cybersecurity Awareness at TWC CBT / Cyber Defenders: Cybersecurity at TWC CBT

TWC employees and contractors must take the mandatory cybersecurity training annually. It is certified by the Texas Department of Information Resources and is in compliance with Texas House Bill 3834, effective June 2019. This training addresses TWC's cybersecurity policies and guidelines to help staff members protect TWC information.

Note: In fall 2024, the Cyber Defenders: Cybersecurity at TWC CBT (CYBRCBT) will supersede the Cybersecurity Awareness at TWC CBT (ITCBSA). A GovDelivery will be sent out to the agency when the change is effective.

Equal Employment Opportunity (EEO) Training

TWC employees must take this mandatory training every two years. You may take either of the following two training courses to meet the requirement:

- **Equal Employment Opportunity Training CBT:** This training promotes mutual understanding, sensitivity, and respect among employees.

- **Recognition and Prevention of Sexual Harassment CBT:** This training addresses employment discrimination and includes supplemental EEO information.

Training Resources

Family Educational Rights and Privacy Act CBT

Staff members who work in or oversee Texas programs funded by the Adult Education and Family Literacy Act must take this mandatory training. It provides an overview of the rules and regulations associated with the act and practical applications for adult educational programs.

Family Violence as It Affects Employment

Under Texas House Bill 1175, Workforce Development Boards must provide mandatory training on the topic of family violence to staff members who:

- Provide information to customers seeking or receiving financial assistance.
- Recommend or grant waivers or modifications.
- Recommend or impose sanctions for noncooperation or noncompliance.
- Assess employment readiness.
- Provide employment planning or employment retention services.

This course meets HB 1175 requirements. Refer to the catalog course description for additional details. To schedule this half-day training, contact T&D at 512-463-3029 or by email at training.development@twc.texas.gov

Boards may use other training curriculum if it meets the requirements of the Texas Human Resources Code Section 31.0322: Victims of Family Violence. Reference WD Letter 21-09: Mandatory Training on the Impact of Family Violence.

Fraud Awareness Training CBT

Mandatory participation requirements:

- All employees must take this training at least once.
- Employees in the TWC departments for Finance, Unemployment Insurance, Customer Care, Procurement and Contract Services, VR, and Fraud Deterrence and Compliance Monitoring must retake this training every two years.

This training covers basic fraud prevention, detection, and reporting policies and procedures for TWC and board staff.

Hiring Smart: The TWC Process CBT

Managers and supervisors must take this mandatory training every two years. New managers must complete the training within three months of hiring or before participating in hiring, whichever comes first. Other staff participating in hiring also must take this training. It helps participants successfully navigate the interviewing and selecting process, use appropriate TWC forms, and comply with veteran preferences requirements.

Training Resources

Introduction to Electronic and Information Accessibility CBT

TWC employees must take this mandatory training once. You will learn what accessibility is and why it is important, how people with disabilities access electronic information and benefit from accessibility, what accessibility laws have been passed and what they require, and how you can make your own workplace accessible.

IRS Information Security CBT

TWC employees, Workforce Solutions office staff, and vendors who may become exposed to federal tax information (FTI) must take this mandatory training annually. FTI is any tax information, such as 1099 data, that originates from IRS tax records.

Supervisors should review their employees' responsibilities and tasks to determine whether their employees must take this training. Supervisors should ensure their employees take the training in a timely manner.

Migrant and Seasonal Farmworkers Guide

Workforce Solutions office staff must take this self-study, mandatory training annually. Staff in offices designated as migrant and seasonal farmworkers (MSFW) offices must take this training semiannually. The self-study guide is only available via the TWC intranet at https://intra.twc.texas.gov/intranet/train/docs/msfw_self_%20studyguide.pdf

New Board Member Orientation Guide and Appendices

New Workforce Development Board members must take this mandatory training within 90 days of their appointment. It provides resources to help them fulfill their duties.

Records Management Basic Training CBT

TWC, Workforce Development Board, and Workforce Solutions office staff must take this mandatory training.

Resource Access Control Facility (RACF): Part I and Part II CBTs

RACF managers who administer user access to TWC mainframe and related applications must take this mandatory training, created by the TWC Information Technology Division. This training is controlled by RACF administration and is not available to non-RACF managers.

Sensitive Personal Information (SPI) Training CBT

TWC staff must take this mandatory training every two years. It familiarizes staff members with TWC's privacy policy and requirements for handling SPI.

Training Resources

TWC Ethics Training CBT

TWC staff must take this mandatory training every two years. It familiarizes employees with several tools and resources to help make ethical work-related decisions.

TWC New Employee Orientation CBT

New employees must take this mandatory training within 30 days of hiring or rehiring. It provides a general overview of TWC structure and policy.

Training Resources

Note: Some training may be offered virtually. For more information, visit the T&D webpage at www.twc.texas.gov/training

New VR counselors must take the following mandatory four-course series in order:

VR: Historical Foundations CBT

This is the first of a four-course series. It provides an overview of VR history and Texas Workforce Solutions-Vocational Rehabilitation Services.

VR: Process Fundamentals CBT

This is the second of a four-course series. You will learn the VR process and how to comply with documentation requirements.

VR: Quality Documentation

This is the third of a four-course series. It addresses how to gather information about your customers and document the information appropriately.

VR Introduction to Services

This is the fourth of a four-course series. It includes feedback on your casework and provides an overview of VR services.

New VR rehabilitation assistants must take the following mandatory class:

Fundamentals for Administrative Support Training (FAST)

During this class, you will complete activities and receive guidance regarding your new job tasks, such as documenting case notes and developing relationships with counselors, customers, and vendors. VR rehabilitation assistants are advised to take this training within the first seven weeks of employment.

Note: Visit the T&D webpage for more information about job-specific mandatory training for VR staff: https://twcgov.sharepoint.com/sites/BusOPS/BusOpsIntra/SitePages/Training%26DevelopmentHome.aspx

Training Resources

Team Development Services

T&D offers customized team development events for large and small teams. Team development for large events, such as retreats and annual meetings, may include activities that address effective team membership, team leadership, or team building.

Supervisors may also request team development for their teams. For small teams, in addition to the activities already listed, T&D can include the activity Shared Development Through Insights. This activity is available for small teams whose members have attended the Insights Into Personal Effectiveness training.

TWC Safety and Health Program

TWC personnel who perform certain types of work may be required to take specific, job-related safety training. The TWC intranet provides a wide variety of safety and health information for staff members, including additional duty safety officers (ADSOs), staff members who drive agency vehicles, and staff members who work in areas that could contain hazardous chemicals.

Basic information for the TWC Safety and Health Program is available on the TWC intranet at https://twcgov.sharepoint.com/sites/BusOPS/BusOpsIntra/SitePages/RSMHome.aspx under Policy and Procedures.

Additional Duty Safety Officer (ADSO)

TWC ADSOs are staff members who are responsible for helping management implement the Occupational Safety and Health Program in their areas of responsibility.

Driving Safety Program

All TWC staff members who drive agency vehicles must complete the TWC Driver Safety Plan quarterly.

Texas Hazard Communication Act

Section 502.009(f) of the Texas Hazard Communication Act (HazCom Act) requires all new employees to receive training before the employee works with or in a work area containing a hazardous chemical. This training defines the various parts of the act and provides core training and hands-on training when necessary. Topics includes hazard determination, written communication, labels, and other forms of warnings.

The TWC safety officer will consult with management concerning those few occupations — in which employees might be exposed to hazardous materials — and assist management with implementing applicable portions of the HazCom Act.

Training Resources

Workforce Development Comprehensive Guides

[Workforce Program Guides](#) for Workforce Development Boards are available on the internet at https://twc.texas.gov/partners/workforce-program-guides

The guides contain workforce program information for TWC, board, and Workforce Solutions staff. The guides are periodically taken offline for revisions.

Choices Guide

This guide contains:

- Information about Choices policies and procedures.
- Guidance and instruction for helping applicants, recipients, conditional applicants, sanctioned families, and former recipients of the Choices program meet their child support obligations and employment needs.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff

Employment Service Guide

This guide contains:

- Information about Employment Service policies and procedures.
- Guidance and information on performance measures and available reports.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff

Migrant and Seasonal Farmworkers (MSFW) Guide

This self-study guide is only available via the [TWC intranet](#) at https://intra.twc.texas.gov/intranet/train/docs/msfw_self_%20studyguide.pdf

It explores MSFWs and MSFW services provided by Workforce Solutions, including:

- The responsibilities of Workforce Solutions staff.
- The Job Service Complaint System procedures for MSFWs.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff

Training Resources

Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) Guide

This guide provides:

- Information about SNAP E&T policies and procedures.
- Guidance and instructions for assisting recipients of food stamps to prepare for, obtain, and retain employment.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff

Trade Adjustment Assistance Guide

This guide provides:

- Guidance to fully integrate the Dislocated Worker and Trade Adjustment programs into the service delivery mix of the Workforce Solutions offices.
- Guidance for Unemployment Insurance (UI) Tele-center staff to fully advise trade-affected, dislocated workers applying for UI about the work search requirements for trade readjustment allowances, and to refer the workers to their local Workforce Solutions offices to conduct job search activities for suitable employment.
- Guidance for Workforce Development Board and Workforce Solutions office staff about Rapid Reemployment Services and the requirement to co-enroll, and to register trade-certified, dislocated workers into services that address barriers to reemployment.
- Strategies for leveraging state and federal funding sources to maximize services to trade-certified, dislocated workers.

Audience: TWC, Workforce Development Board, and Workforce Solutions office staff

Workforce Innovation and Opportunity Act (WIOA) Guides

These guides provide Workforce Development Boards with criteria and documentation sources for establishing WIOA Title I program eligibility for adults, dislocated workers, and youth.

Audience: TWC, board, and Workforce Solutions office staff

Training Price List

Price List for Each Non-TWC Participant

Course	In-Person Cost	Virtual Cost
Achieving Greater Success Through Accountability	$31	$49
Aspiring Leaders: Getting Primed to Advance	$31	$49
Becoming a Critical Thinker	$31	$49
Business Writing Streamlined	$41	$70
Coaching	$31	$49
Communication Skills	$41	$70
Confident Communication	$31	$49
Conflict Management for Supervisors	$31	$49
Conflict Management Strategies	$41	$70
CPR, AED, and First Aid Training	$120	N/A
Customer Service	$41	$70
Customer Service for Managers	$31	$49
Dealing With Difficult People: Get Mindful, Not Mad	$41	$70
Emotional Intelligence: Making Better Connections	$31	$49
Emotionally Intelligent Manager	$41	$70
Employee Retention	$31	$49
Exploring Insights	$41	$70
Facilitation Skills for Meetings	$31	$49
Family Violence as It Affects Employment	$77	$87
Grammar Streamlined for Business Writing	$31	$49

Price List for Each Non-TWC Participant

| Course	In-Person Cost	Virtual Cost
Insights Into Personal Effectiveness (includes $102 evaluator fee)	$163	$163
Leadership in Management: Becoming an Integrated Leader	$31	$49
Learning the 7 Habits of Highly Effective People	$78	$78
Living the 7 Habits of Highly Effective People (includes $259 for Covey participant materials)	$381	N/A
Management Strategies for Employee Development	$31	$49
Managing Across Generations	$31	$49
Mental Health First Aid	$65	$94
Microsoft: Excel Basics	$91	$116
Microsoft: PowerPoint Basics	$77	$87
Microsoft: Word Basics	$77	$87
Performance Planning and Review (PPR) Process for Supervisors	$31	$49
Presentation Skills	$103	$89
Problem-Solving and Decision-Making Strategies	$41	$70
Project Management Basics	$41	$70
Project Management Essentials for Leaders	$31	$49
Reclaiming Your Time	$41	$70
Resilience: Learning To Thrive in Difficult Times	$31	$49
Secret to Being an Engaged Employee	$31	$49
Skills for the Occasional Trainer	$41	$70
Strengths: Enhancing Your Personal Performance (includes $9.99 evaluator fee)	$41	$59

Price List for Each Non-TWC Participant

Course	In-Person Cost	Virtual Cost
Stress Management	$31	$49
Supervisory Skills Development	$116	$116
Tapping Into Your Inner Confidence	$19	$24
Team Building: Working Effectively in a Team Environment	$41	N/A
Transitional Motivation	$31	$49
Workforce 101: An Introduction to Texas Workforce Solutions	$77	$87
Working With Generational Differences	$31	$49
WorkInTexas Case Management for Workforce Innovation and Opportunity Act	$111	$136
WorkInTexas Case Management for SNAP and TANF/Choices	$91	$116
WorkInTexas Case Management for Trade Adjustment Assistance	$91	$116
WorkInTexas for Business Services	$91	$116
WorkInTexas for Career Counselors	$111	$136
WorkInTexas Reports	$98	$123
WorkInTexas Reports for Case Management	$98	$123
Writing Effective Email	$31	$49
Writing Standard Operating Procedures	$31	$49

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.

TWC accepts calls made through any relay service provider.

https://www.twc.texas.gov
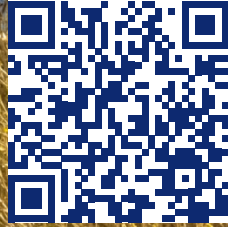
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