

# ACADEMY SCHEDULE



## **Introduction to Healthcare Academy**

Interested in pursuing a career in healthcare?

This three-day “Introduction to Healthcare Academy” is designed to introduce participants to several different healthcare career options, training, and employment requirements.

Academy Includes:

- Hands-on and applied learning opportunities
- Tours of local health-related facilities
- Healthcare education and training options
- Industry expectations and working conditions
- Industry demand and compensation opportunities
- Workplace culture

\*Pre-requisite for Certified Nurse Assistant

Session dates (will be held monthly):

- |   |   |
|---|---|
| • October 4 <sup>th</sup> -6 <sup>th</sup> , 10 a.m.-3:00pm | Located at Eau Claire County Job Center             |
| • Nov 1st-3rd, 10 a.m.-3:00pm                               | Located at CVTC Chippewa Campus, Chippewa Falls, WI |
| • Dec 6th-8th, 10 a.m.-3:00pm                               | Located at Eau Claire County Job Center             |

For more information about the Healthcare Academy, call Sue Lane at (715) 723-2248 ext. 1218 or email [lanes@workforceresource.org](mailto:lanes@workforceresource.org)

## **Customer Service Training**

Become an outstanding team member and customer service representative!

Earn certificates! Gain work experience with a local employer!

Recommended Certificates include:

- Vocal Victories: With effective vocal techniques the only tool at their discretion, agents must appreciate that the way they speak to customers reflects the company brand. Sounding professional at all times is fundamental.
- Successful Sales: Agents can embrace the idea that upselling and cross-selling should be part of the service process, not the goal of the call. Agents will learn how to build trust and rapport with customers
- Quality Assurance: It’s not uncommon for customers to question the purpose of that generic, “Your call may be recorded for quality and training purposes” phrase when they call your center. Consistent training efforts and constructive coaching sessions are key components to ensuring the first class experience expected on every customer interaction.

Other certificates available:

- Workforce Management: learn how to improve staffing and scheduling efficiencies

- **Supervision:** Assist in the effective monitoring of staff performance and the process of building and managing teams, utilizing reporting processes, diagnosing performance issues, coaching for improved performance, and implementing agent retention programs.

Other training modules:

- **Contact Center Basics:** Agents will learn the main operational functions of a contact center; from the importance of schedule adherence to performance measures, to providing the best service possible
- **Social Agent:** Equipped with only the power of words, agents will learn how to communicate with social customers, to deliver a social experience in the absence of face-to-face or vocal techniques

Tentative schedule, Monday-Thursday, 8am-noon; recommended 2 hours sessions, Paid work experience to follow

Location: All counties

Contact person: Michaela Stendahl 715-232-7380 ext. 1412 or email [stendahlm@workforceresource.org](mailto:stendahlm@workforceresource.org)

## **GED training**

DO you need your GED?

Attend a 6 week course at CVTC in Chippewa Falls!

- Only 3 mornings a week
- Zero test fees (\$160 value)
- Rewards for perfect attendance
- Quicker results and increased success
- Qualified participants can earn money for passing tests

Clark County GED training:

- Location: CVTC, Neillsville, WI
- Dates: Tuesday, October 4<sup>th</sup>-Thursday, November 10<sup>th</sup>, 10am-1pm
- Clark County Contact: Chelsea Ort 715-650-0549 or email at [ortc@workforceresource.org](mailto:ortc@workforceresource.org)

Eau Claire, GED training:

- Location: Eau Claire Job Center
- Dates: Tuesday, October 4<sup>th</sup>-Thursday, November 10<sup>th</sup>, 10am-1pm
- Contact: Lindy Schneider, [Schneiderl@workforceresource.org](mailto:Schneiderl@workforceresource.org), 715-836-3036 ext. 1511

## **Industry Training Academy**

The Industry Training Academy is designed to increase student's skills and knowledge to be successful in a manufacturing career. This four week training academy offers students an interactive and hands-on learning approach in an industrial environment that includes topics such as:

- OSHA 10
- Industrial Math
- Blueprint Reading
- Lean Manufacturing
- Introduction to Advance Manufacturing
- Teamwork and Work Readiness Skills

Upon completion of the academy, students will have access to one-on-one assistance with networking, job/skills matching and job search for their new careers, as well as on the job training programs and assistance with entry to post-secondary education programs

### **Academy dates:**

- Eau Claire County: January 4<sup>th</sup>-January 27<sup>th</sup>, 2017, Held in Eau Claire, WI, Exact location TBD

Contact: Lindy Schneider, [schneiderl@workforceresource.org](mailto:schneiderl@workforceresource.org) 715-836-3036 ext. 1511

## **Basic Computer Skills Training**

Free training! Developed by CVTC!

Modules include:

- Use Computing Devices
- Navigate an Operating System
- Use a keyboard Effectively
- Create Documents using Word Processing Software
- Demonstrate Basic Email Functions
- Perform Basic File Management Techniques
- Use the Internet
- Explore Social Media
- Manage Personal Data

Location: All counties, Contact your local job center staff for more information