



**ONE STOP CUSTOMER SERVICES COMMITTEE MEETING - 1-11-12
MINUTES/RECORD OF ACTION/APPROVAL ATTACHED**

Action Items

- 1) Approval Workshops/Short Term Training, **page 3**

**WORKFORCE CONNECTION
ONE STOP CUSTOMER SERVICES COMMITTEE MEETING**

MINUTES

DATE: January 11, 2012
PLACE: Enterprise Center, Ocala, FL
TIME: 11:00 am

MEMBERS PRESENT

Richard Martinez, Ace Construction Solutions
Darlene Goddard, Winco Mfg.
David Benthusen, Citrus Co Schools
Michael Biskie, Monterey Boats
William D’Aiuto, DC&F

MEMBERS ABSENT

Mark Paugh, CF
Paula Anspach, Consultant
Diana Hammond, Taylor College
Debbie Jenkins, CTAE
Maureen Quinlan, United Way of Marion Co

OTHER ATTENDEES

Rusty Skinner, Workforce
Brenda Chrisman, Workforce
Val Hinson, Workforce
Dale French, Workforce

CALL TO ORDER

The meeting was called to order by Richard Martinez, Chair.

ROLL CALL

The roll was called by Val Hinson and a quorum declared present.

ACTION ITEMS

The action sheet attached to these minutes represents the presentations by Brenda Chrisman and the action taken by the Committee:

DISCUSSION ITEMS

None.

STATUS REPORTS

None.

**One Stop Customer Services Committee Meeting
January 11, 2012**

MATTERS FROM THE FLOOR

William D'Aiuto thanked Workforce for providing 30 temporary staff.

ADJOURNMENT

There being no further business, the meeting was adjourned.

APPROVED:



RECORD OF ACTION/APPROVAL

One Stop Customer Services Committee – 1-11-12

TOPIC/ISSUE:

Workshops & Short-term Training ITN

BACKGROUND:

POINTS OF CONSIDERATION:

We received two responses to the ITN: One from Central Florida College and the other from Monster.

The attached backup provides a listing of workshops that they are proposing and the prices for each.

In reviewing the proposals, we have determined that the nature of the workshops offered by each differs and that each proposer’s offering could be used in various situations to provide improved customer services. Therefore it is our recommendation that the Committee approve responses of both responders and that staff be allowed to engage the responder for the workshops that are appropriate for the needs of our customers and partners at the prices offered.

STAFF RECOMMENDATIONS:

COMMITTEE ACTION:

William D’Aiuto made a motion to approve both vendors and move forward in providing workshops/training as needed. Seconded by Darlene Goddard. Motion Carried.

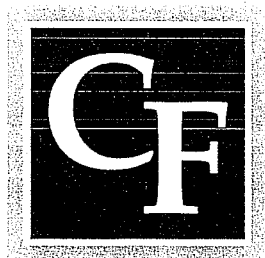
BOARD ACTION:

ITN Comparison of Costs

	<u>2010</u>	<u>2011</u>
College of Central Florida		
Veterans Re-tooling and Re-fueling	\$3,428	\$2,833
Professional Re-tooling and Re-fueling	\$4,288	\$3,250
Monster		
Power Seeker Workshop	\$6,000	\$5,000

**Proposal for Job Seeker Workshops
and
Short Term Training
for
Workforce Connection**

**Donnah Ross
Director of CF Institute
COLLEGE *of* CENTRAL FLORIDA
December 12, 2012**



**COLLEGE *of*
CENTRAL
FLORIDA**

Workshops for Veterans and Unemployed Professionals

The CF Institute has successfully provided workshops for Veterans and Unemployed Professionals programs for several years under the title of “Retooling and Refueling”. We are very proud of the quality this training has provided and the reputation the Workforce Connection has created as evidenced by testimonials such as those attached to this proposal.

We have also over the last two years been able to implement a Vets-on-Vets program that provides career mentors to veterans participating in the Retooling & Refueling program. Volunteer mentors have been recruited from the Del Webb Spruce Creek Retirement community. Attached to this proposal is the most recent recruitment ad in *The Fountain* publication which is the Dell Webb community newsletter.

Since Workforce Connection is currently facing the challenging situation of limited funding and record breaking unemployment, we are proposing three options for the future delivery of these programs providing Workforce Connection options in service and cost without sacrificing quality.

To provide Workforce Connection options for the delivery of Job Seeker Workshops or Veterans and Professionals, the CF Institute is proposing the following three options:

- **Option One** proposes for the CF Institute to continue offering the current Refueling & Retooling programs in all three counties and scheduled as requested by Workforce Connection. The program would include the current trainers, assessments and content. The only difference would be the elimination of the program management fee which would be provided and absorbed by the CFI staff.

- **Course fee: Veterans Job Seeker Workshop: \$2,833 per session**
Number of Participants: 14 maximum
Length of Program: 17 hours
Material fee per person: \$61.50

Course fee: Professional Job Seeker Workshop: \$3,250 per session
Number of Participants: 14 maximum
Length of Program: 19.5 hours
Material fee per person: \$61.50

- **Option Two** is to continue offering the same content as currently provided but remove the Resume Development and Interviewing Skills presentations and offer them as separate training sessions when needed by Workforce Connection. Workforce Connection currently provides this training in the One Stops and this option offers Workforce Connection the opportunity to utilize CFI for this training on an as needed basis.

Course fee: Vets Job Seeker Workshop: \$1,417 per session
Number of Participants: 14 maximum
Length of Program: 8.5 hours
Material fee per person: \$61.50

Course fee: Professional Job Seeker Workshop: \$2,000 per session
Number of Participants: 14 maximum
Length of Program: 12 hours
Material fee per person: \$61.50

- **Option Three-** The third option is for CFI to provide the coordination of services for the Job Seeker (R&R) workshops but Workforce Connection would select trainers, contract with trainers, plan curriculum and pay trainers directly. CFI would work with selected trainers to coordinate services with Workforce Connection, schedule space for training and bill Workforce Connection when space is needed outside of the One Stops, register students and provide certificates and training documentation through the College of Central Florida.
Fee: \$600 per session

Program Content for Retooling & Refueling for Veterans

How to Sell Your Self as a Potential Employee

- The importance of image
- Exhibiting self confidence
- Review of Interviewing questions and techniques

Resume Workshop

- Basic recommendations
- Translating military to civilian experience
- Formatting accomplishment statements
- Education & Training
- Preparation and Practice – Tell me about yourself
- Putting the resume to work for you
- Using your resume as a networking tool

Homecoming Hassles and Civil Solutions

- Explore reintegration
- Normalize experience of significant others
- Strategies for stress and conflict

Temperament at Work

- ARNO Profile and interpretation
- History & overview
- Connection to real life situations
- Career choices and work environments

Now what Do you do Next?

- How to apply this new information
- Creating an effective action plan

Meet Your Mentor

- Introduction to personal mentors
- Review of how to work with your mentor
- Time to get acquainted

Interviewing Skills and Mock Interview Practice

- Do's and Don'ts
- Practice "Situation/Task-Action-Result"
- Behavioral question and answer technique
- Panel interviews

Review of Veteran Benefits

- Review of Veterans benefits with Jeff Askew and Steve Jacobs
- Questions and answers

Program Content for Retooling & Refueling Professional Workshop

Who Am I and How Do I tell You about My Talents?

- Identify your skills, and how they can be used in the marketplace
- Identify demand occupations
- Identify strengths and weaknesses
- Practice the 2 minute drill

Resume Workshop

- Basic recommendations
- Formatting accomplishment statements
- Education & Training
- Preparation and Practice – Tell me about yourself
- Putting the resume to work for you
- Using your resume as a networking tool

You in the Process

- Addressing the psychosocial dynamics of job loss and unemployment
- Review of the normal response to loss, the effects of stress and techniques for self empowerment
- The importance of maintaining ego integrity
- Acclimation to new work

Developing Your Personal Compass

- Examine the effectiveness of utilizing self-mastery principles
- Explore self mastery principles
- Conquering key moments
- Clarify Your vision
- Define your purpose
- Act with Integrity
- Master the art of communication

Interviewing Skills

- The importance of image
- Exhibiting self confidence
- Review of Interviewing questions and techniques
- Do's and Don'ts
- Practice "Situation/Task-Action-Result"
- Behavioral question and answer technique
- Panel interviews

Tying It All Together

- How to apply this new information
- Creating an effective action plan

Workshop for Welfare Recipients Who Have Not Been Previously Employed

Program Title: Mission Possible: Building a Flexible Future

Career Management for Welfare Transition Participants (WTP)

Course fee: \$2,000

Number of Participants: 25 maximum

Length of Program: Two days (9am-4 pm.)

Location: College of Central Florida or the local One Stops

Material fee per person: \$25

Trainers: Dr Henri Benlolo and Bryan Sykes

Program Content

Career Scope

Before each class, Dr. Henri Benlolo, Dean of Assessment Services at CF, will administer the Career Scope Assessment which identifies interests, cognitive abilities and the ability to learn. In the classroom Dr Benlolo will follow-up with a discussion on these characteristics in relation to finding and selecting successful employment. Each participant will also be offered the opportunity to meet with Dr Benlolo individually to discuss their personal plans for the future.

Introduction to Emotional Intelligence and the Workplace

Participants will explore the anatomy of emotions and how underlying emotional framework influences work dynamics. The discussion begins with the cornerstone concept of self-awareness and the role of emotions which then transitions to an examination of emotion regulation to include how individuals learn and exhibit norms and rules for feeling and displaying behaviors.

Creating an EDGE for Success

EDGE is a personal energy management system designed to help participants enhance the development of key interpersonal skills necessary for everyday life and success in the workplace. EDGE (Excellence, Discipline, Gratitude, and Emotional Energy) participants will explore four principles of managing behaviors and habits that result in full engagement.

The 4 Ps of Career Management (Planning, Preparation, Positioning, and Packaging)

The 4 Ps of Career Management will help participants map out how to plan their career. Using the 4 Ps, participants will examine career paths in addition to mapping out strategies for securing employment in an evolving workplace.

You, Inc.

Using the SWOT analysis paradigm, participants will explore their strengths, weaknesses, opportunities, and threats in relation to the larger context of the marketplace.

Tying It All Together/Action Planning

In this session, each participant will discuss and write their plan for the future. Factors discussed in previous sessions will be emphasized in their planning process. Participants will be referred to other community resources as needed.

Short Term Training Programs

- **Course Title: OSHA 10 Hour General Industry**

This 10-hour OSHA General Industry course covers OSHA-mandated topics such as an overview of OSHA, tips on how to locate specific OSHA regulation, basic electrical safety, and walking/working surfaces. Also included are topics specific to the operation of your organization. For example: PPE, machinery guarding, overhead and mobile cranes, confined space entry, and tools and equipment. *(Outcomes)* The trainee will be able to recognize hazards within the workplace and understand what actions OSHA rules require or prohibit, resulting in a safer and healthier work environment. Each trainee will receive an OSHA pocket digest for general industry and an OSHA 10 Hour course completion card.

Number of Participants: Maximum 25

Length: 12 hours

Course fee: \$800

Material fee per person: \$23

- **Course Title: OSHA 30 Hour General Industry**

OSHA 30-Hour Certification for General Industry specifically designed for safety directors, supervisors/foremen and management. Includes introduction to OSHA act and standards, fall protection, importance of fire protection and prevention plans, electrical safety, safety and health programs, industrial hygiene and blood-borne pathogens, machine guarding and material handling, stairways and ladders, hazard identification and prevention, scaffolds and much more.

(Outcomes) Each trainee will receive a course book designed to provide tools and knowledge needed to ensure a safe and healthy workplace, and explains the purpose of key OSHA regulations and what actions OSHA rules require or prohibit. Plus the student will receive an OSHA 30 Hour course completion card.

Number of Participants: Maximum 20

Length: 36 hours

Course fee: \$2,058

Material fee per person: \$105.50

- **Course Title: National Retail Federation, Customer Service and Sales Training**

This program leads to a nationally recognized certification in Customer Service and sales. The content and standards of the program reflect what retail employees across the country agree is needed to succeed and grow in a retail career.

Number of Participants: Maximum 20

Length: 120 hours

Course fee: \$7,700 per session

Material fee per person: \$355.00

- **Course Title: Customer Service (no certification)**

This program is designed for newly hired customer service representatives as well as for experienced customer service representatives who wish to renew and enhance their existing customer service skills. In these six, two hour sessions, you will explore ways to establish rapport when dealing with customers in a professional manner, learn how to make the most of every customer interaction, practice essential communication skills and apply strategies for dealing with difficult people.

Number of Participants: Maximum 20

Length: 12 hours

Course Fee: \$700 per class

Material fee per person: \$10.00

- **Course Title: Heart Saver Blood Borne Pathogens**

The AHA Blood Borne Pathogens course provides information for people who have a reasonable chance of coming in contact with blood or blood containing materials as part of their job responsibilities. Participants receive an American Heart Association Certification.

Number of Participants: Maximum 10

Length: 1.5 hours

Course Fee: \$117 per class

Material Fee per person: \$13.00

- **Course Title: AHE0100 Heart Saver CPR/First Aid**

The heart saver CPR class is for anyone needing a basic CPR course and the first aid training for responding to emergency situations. The course covers how to respond to basic emergency situations: lacerations, bone injuries, sprains, syncope, shock, and other body injuries to the body. It also covers adult and child CPR, use of the AED and choking.

Number of Participants: Maximum 8

Length: 5.5 hours

Course Fee: \$350 per class
Material fee per person: \$24

- **Course Title: Introduction to Supervising and Communication**

People are often promoted into supervisory positions because they have done a great job in their current position. But that great job may not have included leading others and now they are not sure what to do. They need a solid foundation of essential supervisory skills to get them started on the right foot.

Number of Participants: Maximum 15

Length: 4 hours

Course Fee: \$667 per session

Material fee per person: \$15

Outcomes:

1. An understanding of their own personality style and how that style is perceived by their employees
2. How their employees' personalities affect everything from interaction with others to how long it takes them to complete tasks
3. An understanding of the strengths and weaknesses of each personality style and how those characteristics affect the workplace
4. How to identify and adapt to the 3 communication styles
5. Specific skills used in listening effectively
6. How to use phrasing that makes a positive impact

Certificate of Completion provided

- **Course Title: Conducting Effective Performance Reviews**

Although supervisors often view performance reviews in a negative light, when used effectively, they can actually help create a motivating environment. Rather than catch employees by surprise, an effective review can re-affirm what the employee is doing right, as well as help the employee understand any areas that need improvement.

Length: 4 hours

Participants: Maximum 15

Course fee: \$667

Material fee per person: \$15

Outcomes:

1. An understanding of why we dread performance reviews
2. Four reasons performance reviews make your organization stronger
3. The essential steps to conducting effective performance reviews
4. Seven tips to ensure the process is effective

Certificate of Completion provided

- **Course Title: Handling Difficult Employees**

Whether they are tanks or whiners, difficult employees can wreak havoc in a workplace. They affect productivity and create conflict. They don't follow the rules. They make life difficult! Understanding how to deal with difficult behaviors not only enables supervisors to do their own job more effectively, but will also improve morale in the workplace.

Length: 4 hours

Participants: 15 Maximum

Course fee: \$667

Material fee per person: \$15

Outcomes:

1. An understanding of why difficult people are difficult
2. How to recognize their own difficult behaviors
3. Specific ways to deal with difficult people

4. How to effectively move from counseling to reprimands when dealing with difficult behaviors
5. Constructive ways to deal with anger
6. How to recognize when conflict is brewing
7. Key points in dealing with conflict
8. Certificate of Completion provided

- **Course Title: Developing Effective Interviewing Skills**

Often, we're in a hurry to "just get somebody hired," but we've all heard of the high cost of hiring the wrong person. Do you really want to hire just *somebody* or do you want to find the right person for the job? If your answer is "find the right person," then you need to make sure the interview helps you do just that.

Length: 4 hours

Participants: Maximum 15

Course Fee: \$667

Material fee per person: \$15

Outcomes:

1. How to analyze the real requirements for the open position
2. An understanding of the costs of hiring the wrong person
3. Knowledge of the types of questions that will gather the information you need to make a good decision
4. Five tips to ensure a successful interview
5. Certificate of Completion provided

- **Course Title: Coaching & Mentoring**

Most supervisors dread having to reprimand employees. The good news is that using a coaching and mentoring process can lessen the need for those reprimands. The intent of coaching and mentoring is to help others grow – and succeed. Effective coaching has a lasting positive influence on your employees' performance, as well as your own as a supervisor.

Length: 4 hours

Participants: Maximum 18

Course fee: \$667

Material fee per person: \$15

Outcomes:

1. How to recognize the need for coaching and mentoring
2. An understanding of the benefits of effective coaching and mentoring
3. Specific techniques used to create a motivating environment and keep team members focused
4. How to set clear expectations and create plans to leverage the strengths and improve the weaknesses of each team member
5. Certificate of Completion provided

- **Course Title: Basic Employment Law Overview including FMLA, Harassment, Discrimination and Diversity**

There are so many rules to follow when it comes to managing employees. In this overview, you will be introduced to four critical areas, Family Medical Leave Act, Harassment, Discrimination and Diversity, and the consequences of not properly offering them to your employees and/or applying these policies.

Length: 2 hours

Participants: Maximum 15

Course fee: \$334

Material fee per person: \$15

Outcomes:

1. Become familiar with each policy in general

2. Be able to apply your company's policy to everyday situations
3. Certificate of Completion will be provided.

- **Course Title: Basic Word (Microsoft Word-Basic)**

This introductory course will demonstrate how to add and edit text, move words from one part of your document to another, change the size or appearance of text, change margins and tab settings, automatically center, right align, justify, and indent text; run the integrated grammar and spelling checker; use the thesaurus, and save, retrieve, copy, organize, and print your documents.

Length: 4 hours

Participants: Maximum 15

Course Fee: \$284

Material fee per person: \$30

Outcomes:

Students will be able to create and work with documents, become familiar with menus and toolbars, and be able to apply and utilize enhancements such as WordArt, format text and insert clipart

- **Course Title: Basic Excel (Microsoft Excel Basic)**

Get comfortable with spreadsheet navigation, data manipulation, formatting and simple formulas. Learn import and export capabilities, charts and graphs, and integration with other Microsoft Office products.

Length: 4 hours

Participants: Maximum 15

Course Fee: \$284

Material fee per person: \$30

Outcomes:

Students will be able to create and work with spreadsheets, utilize simple formulas and apply calculations, and create and edit charts and graphs.

- **Course Title: Quickbooks Comprehensive**

Length: 18 hours

Participants: Maximum 15

Course fee: \$984

Material fee per person: \$30

Outcomes:

Students will learn how to set up a new company, set up inventory, process invoices and payments, enter and pay bills, create reports and graphs, track and pay sales tax, and handle payroll. A certificate of completion will be provided.

- **Course Title: Interviewing Skills for Successful Employment**

Length: 4 hours

Participants: Maximum 20

Course fee: \$400

Material fee per person: \$2.00

Content:

1. The importance of image
2. Exhibiting self confidence
3. Review of interviewing questions and techniques
4. Do's and Don'ts
5. Practice "Situation/Task-Action-Result"
6. Behavioral question and answer technique
7. Panel interviews

- **Course Title: Resume Development**

Length: 4 hours

Participants: Maximum 15

Course fee: \$400

Material fee per person: \$12.00

Content:

1. Basic recommendations
2. Translating military to civilian experience
3. Formatting accomplishment statements
4. Education & Training
5. Preparation and Practice – Tell me about yourself
6. Putting the resume to work for you
7. Using your resume as a networking tool

- **Course Title: Welding Skill Development Lab**

Length: 60 hours

Participants: Maximum 12

Course fee: \$4,540.00

Material fee per person: \$100

Outcomes:

Customized Levy Welding program to “jump start” students with their welding training at CF. The custom welding program will provide the opportunity for students to begin their AWS certified welding training as a non credit student. Certifications earned by the students will include the OSHA 10 hour and the possibility of one American Welding Society certification.

Invitation to Negotiate Job Seeker Workshops and Short Term Training

PRESENTED TO:
Workforce Connection



RECEIVED
12-15-11

December 15, 2011

Submitted by:
Bill Davies, Account Executive
Monster Public Sector & Education
8280 Greensboro Drive, Suite 700
McLean, VA 22102
Phone: (770) 330-9378
Email: Bill.Davies@Monster.com

monster[®]
Public Sector & Education

4) Workshop Summary Spreadsheet

Workshop Name	Length	Program Summary	Topics Covered
Program Launch and/or wrap up	45 - 60 min	The program launch provides a transition into the program by creating excitement and encouragement. The program wrap-up summarizes the progress made by participants throughout the program.	<ul style="list-style-type: none"> • An overview of the resources available through the WIB and how to make the most out of the opportunity • An overview of the practical outcomes of the program (internships, employer readiness, types of industries, etc.) • An outline of the resources that are available to attendees as they transition out of the program • The motivation for participants to follow through on their individual action plans
Discover Who You Are	45 - 60 min	Helps attendees understand how learning more about themselves and their personality strengths can assist them in defining the path they wish to follow towards future success	<ul style="list-style-type: none"> • How to assess personality strengths and weaknesses • An explanation of different types of learning styles and how to prepare for success in each one • How understanding the different types of communication styles can help one to communicate more effectively • The importance of personality assessments in planning future education and career goals
Define Where You Want to Go	45 - 60 min	Helps attendees understand the importance of defining long-term goals and how to achieve them.	<ul style="list-style-type: none"> • The importance of considering strengths, interests and the future job market when choosing a career path • How to develop goals that are SMART: specific, measurable, achievable, relevant and time bound • Why it is necessary to ensure active, “winning” verbs are used when describing accomplishments

Workshop Name	Length	Program Summary	Topics Covered
Identify & Build the Skills You Need to Succeed	45 - 60 min	Attendees learn about the various skills they will need to possess in order to be successful in their future career.	<ul style="list-style-type: none"> • How employers choose candidates to interview and then how they ultimately choose who to hire • An explanation of the “Winning Characteristics” employers look for in candidates and why it’s necessary to develop those characteristics • The importance of gaining experience via clubs, activities and internships in order to reach career goals • How personal skills inventories can help individuals identify their own skills gaps • Helpful techniques for time management, organizational skills and teamwork • Provide tips for success on the job
Making High School Count	45 - 60 min	Provides high school freshmen with important information on how to recognize their potential for future success and make the most of their high school experience.	<ul style="list-style-type: none"> • How freshman year grades can impact future opportunities • Discuss how to build qualities and skills that colleges and future employers seek in candidates • Explain the benefits of a serious approach to core classes • Study and test-taking tips that will help improve grades • How to develop effective time-management and organization skills • The keys to meaningful extracurricular involvement
Build Your Academic Skills	45 - 60 min	Provides attendees with strategies to help them excel in the classroom and in on-the-job training	<ul style="list-style-type: none"> • Why it is important that everyone continue learning, in some form, throughout life • Description and demonstration of proven note-taking techniques • Test-taking techniques that youth can rely on • Explanation of the three W’s of studying: where, when and with whom

Workshop Name	Duration	Program Summary	Topics Covered
Build Your Money Management Skills	45 - 60 min	Helps attendees understand how to develop effective money management skills that will empower them to achieve financial independence.	<ul style="list-style-type: none"> • An introduction to banking basics, such as selecting a bank and types of bank accounts • How to build and maintain a budget • The importance of establishing and effectively managing credit • An overview of credit history and credit score • The dangers of identity theft and specific identity theft protection strategies
Consider Post-Secondary Education	45 - 60 min	Gives attendees information on the importance of continuing their education and how to conduct an effective search for a college or other postsecondary education program.	<ul style="list-style-type: none"> • Why pursuing some form of post-secondary education (certification, degree, apprenticeship, etc.) is important • How to manage the academic program search process, including the importance of thorough research and an overview of the application process • An explanation of the characteristics colleges and other post-secondary education programs look for in students
Paying for Post-Secondary Education	45 - 60 min	Provides attendees with an understanding of the options available to help them pay for college and other post-secondary education programs.	<ul style="list-style-type: none"> • How to develop a plan to fund a post-secondary education • An explanation of the types of financial aid available, including grants, work-study and loans, and how to apply • An overview of how to search and apply for scholarships
Making College Count	45 - 60 min	Provides college-bound students with tips on how to make the most of their college experience and teaches them why post-secondary education is an important stepping stone to a great career.	<ul style="list-style-type: none"> • An explanation of the importance of cultivating the “Winning Characteristics” employers and graduate schools seek in candidates • Three keys to surviving freshman year, including getting good grades, understanding professors and choosing the right classes • Tips on how to succeed in the classroom • A description of the types of extracurricular activities available on a college campus and how to get involved in a meaningful way • The importance of getting work experience while in school

Workshop Name	Duration	Program Summary	Topics Covered
Start Your Career Search: Your Best Resume	45 - 60 min	Provides attendees with an overview of how to effectively begin their career search, build their professional network and construct a powerful resume.	<ul style="list-style-type: none"> • The importance of building and protecting a personal brand • How to effectively network • How to develop a powerful resume and online profile • An explanation of how job searches work in today's online world • How to develop and adapt a resume cover letter so that it will have high impact on the recruiter reading it • The importance of first impressions when contacted by a potential employer
Start Your Career Search: Your Best Interview	45 - 60 min	Gives attendees information on how to prepare for a successful interview and the first day on the job.	<ul style="list-style-type: none"> • The importance of preparing for an interview, including researching the company and preparing questions to ask and answers to the questions that could be asked • A discussion of appropriate interview etiquette and attire • How to appropriately handle being turned down for a job • Explanation of how to handle salary negotiation • Tips for success on the first day of work
Resolving Conflict	45 - 60 min	Teaches attendees how to identify and resolve conflicts in their personal, professional and academic lives.	<ul style="list-style-type: none"> • The range of conflicts that exist, with an emphasis on the need for effective conflict resolution skills • The three basic types of conflicts and how to identify them • The six steps that lead to successful conflict resolution and how to put them into action • How to make decisions and resolve conflict as a team

Workshop Name	Duration	Program Summary	Topics Covered
Respecting Diversity in the Workplace	45 - 60 min	Helps attendees understand the importance of recognizing diversity in their lives and how to respect diversity in the workplace.	<ul style="list-style-type: none"> • A discussion of the unique characteristics people bring to the workplace • An explanation of diversity and what it includes • How assumptions can incorrectly label an individual • A demonstration of how youth can identify diversity in their lives • The importance of inclusion and the power of diversity in the workplace
Investigate STEM Opportunities	45 - 60 min	Gives attendees information about the importance of STEM education and pursuing STEM careers in order to help the U.S. be more competitive in the global economy.	<ul style="list-style-type: none"> • A discussion of why STEM education is important, particularly because the U.S. is falling behind other countries in this area • Explanation of STEM-related subjects students could be taking in high school and how those could prepare them for the future, even if they don't plan to go to college • Description of STEM-related career fields and the college majors students could declare in order to pursue those careers • A discussion about the opportunities available in STEM-related career fields, including job growth and salary ranges
Investigate Entrepreneurship	45 - 60 min	Helps attendees understand the importance of entrepreneurship and gives them information about the types of entrepreneurial opportunities they could pursue.	<ul style="list-style-type: none"> • The definition of entrepreneurship, including the most common types of entrepreneurship • A discussion about why entrepreneurship is important, not just as a business opportunity, but as a desirable trait in employees • An overview of famous young entrepreneurs, including the type of businesses they started and how they became successful • The steps to take to get started in pursuing an entrepreneurial endeavor

Workshop Name	Duration	Program Summary	Topics Covered
Power Seeker Workshop	2 - 3 hrs	Gives displaced workers the advantage they need to re-energize their job search with the latest tools and techniques. Includes a take home CD of resources provided by event sponsor(s).	<ul style="list-style-type: none"> • Resume tips and tricks, including key elements, keywords and formatting • How to build and maintain a lasting network of professional connections • Information on how to jump start the job search process with Monster, including the basics of creating a Monster profile and using Monster career tools • The importance of making the best first impression with a potential employer • How to prepare for a successful job interview
Veteran Power Seeker Workshop	2 - 3 hrs	Monster's flagship military site, Military.com is primary focused on changing the playing field for career and educational opportunities for service members, veterans and military spouses. Our unique understanding of both veteran affairs and the worldwide employment market provides participants in our Power Seeker Workshops for Veterans unparalleled access to career related insights and tips.	<ul style="list-style-type: none"> • Advantages of Hiring a veteran • Translating military skills into civilian careers • Exploring and understanding education options including the new GI bill and the Veterans Education Assistance Program VEAP • Networking and establishing relationships with military mentors • Resume tips and tricks, job hunting strategies, interviewing, and more

5) Statement of Rates and Charges

1. Half day workshop event

- The most common way workshops are delivered for Monster's Workforce Board clients is in the form of a half day event. The client chooses up to 3 workshops from the list in the preceding section (mix and match) or contracts with Monster to develop custom content for a new workshop. The three workshops are delivered back to back in a half day event which may or may not include other activities for the participant that are not facilitated by Monster (such as a career fair, networking event, etc.)
- The price schedule indicated is based on using the existing content with minor customization.
- Price Schedule
 - 3 workshops (1 day) \$5,500
 - 12 workshops (4 days) \$19,800
 - 36 workshops (12 days) \$54,000
 -

2. Power Seeker Workshops and Veterans Power Seeker Workshops

- The Power Seeker Workshop and Veterans Power Seeker Workshop are comprehensive events which address the full spectrum of transition requirements for their respective job seeking groups.
- These presentations could be modified to deliver additional targeted messaging for other constituent groups (laid off workers, industry specific, experienced workers, etc.)
- Each Power Seeker Workshop or Veterans Power Seeker Workshop will consist of a single 2-3 hour event with an optional break.
- Price Schedule
 - 1 workshop \$5,000
 - 4 workshops \$18,000
 - 12 workshops \$48,000

Monster will provided Workforce Connection the option to deliver workshops in a configuration or quantities other than that described above. Example, if Workforce Connection wanted to deliver one 45 minute workshop instead of three in a single day session. The cost associated with this option will be based on the requirements of Workforce Connection.

Monster can deliver any or all of the various workshops indicated on the first page of the ITN using content provided by Workforce Connection or created by Monster. Monster can also create custom live workshops to meet a particular requirement either merging information from several sources or creating new content from scratch. Monster can also create and deliver online interactive web based workshops on any topic. The cost associated with any of these options will be based on a statement of work to be provided upon request.