



G R O U P i & i

THE LATEST

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WIOA Customer-Engagement & System Partnership-Enhancement Workshops

Group i&i Consultancy has recently completed the implementation of six comprehensive workshops for the Union County Workforce Development Board in Elizabeth, New Jersey. Each lasted between three and four hours long; in some cases, participants were engaged in small activities between sessions. Four of these working sessions focused on enhancing customer-engagement and two brought together partner managers to address strategic and tactical ways to deepen the collaboration across the workforce system.

Career Counselors from the American Job Center and AJC Partner Agencies attended highly interactive sessions covering:

- Customer Service Skill Development
- Mastering Individual Service Strategy and EDP's
- Transitioning from Case Manager to Career Coach
- Client Centered Counseling / Motivational Interviewing
- Building Career Pathways

After watching and discussing eight REAL workforce client profile videos, small groups chose and “adopted” their own customer from the first day through the last day of workshops. Attendees worked diligently in small groups to discuss: coordination of partner services, obstacles in need of solutions, and most of all, ways in which to enhance the overall customer engagement.

“Over the past six months, Group i&i has provided our team with valuable lessons on client engagement, how to create meaningful career pathways, and the importance of cross-functional community partnerships,” said Meredith Barracato, Program Administrator for Union County’s American Job Center. “The team facilitated great interactive workshops that have made staff feel more confident in providing services to our clients.”

Group i&i conducted sequenced role-playing exercises within each session, integrating new career coach skills into practice. How exciting to see Union County College, United Way, Workforce Advantage, Urban League, NJ Youth Corp, UC AJC Counselors and many more partner staff building their coaching skills while learning more about each other's services and programs!

More recently, Senior Associate Dan Passarella and Senior Principal Toufic Hakim, PhD, facilitated two 3-hour workshops for a nearly two dozen managers from AJC partners to explore ways to deepen their collective impact and collaboration. They identified and explored areas for enhancement, among them sharing of information and resources, especially regarding job and career opportunities, building career pathways, and strengthening communication among career coaches

Our current focus in Union County is to support and guide WIOA Board Subcommittees, AJC Staff and AJC Partners around the implementation of the WIOA strategic plan action items.

Since late 2016, we have provided a wide array of consultation services to Union County including assistance in developing the Workforce Strategic Plan; Guidance in transitioning into WIOA; assistance in the design of the Workforce policies and procedures.

"We appreciate Group i&i efforts in listening to our suggestions and tailoring presentations to meet our needs," added Barracato. " We look forward to using their expertise to strengthen the American Job Center Network."

Group i&i is a firm based in Union, NJ, focused on advancing communities. Through its work, it helps facilitate the development of partnerships, fostering of community dialogue, and empowerment of individuals through education, employment, and personal development. The firm's activities revolve around strategic funding, outcomes and impact evaluations, and forward-looking, strategic organizational development.

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