

WSO Training Opportunities

To see a complete list of all available courses and sessions, as well as to register for an event, log into iLearnOregon at www.ilearn.oregon.gov

The “Basics” Series

The two introductory courses within this series will provide WSO staff a hands-on experience with two WOMIS applications: Customer Registration and iMatchSkills[®]. In assuming the role of a job seeker and that of an employer, WSO staff will experience firsthand how our customers use these systems. WSO staff will also learn functionality specific to them and discover how their interactions with our systems impact the customer’s overall experience.

These courses are taught in a virtual, instructor led environment and are designed for WSO staff who are either new to WSO or who need to refresh their skills with our WOMIS applications.

Access iLearnOregon to learn more about these curriculums:

- WOMIS Basics: Customer Registration & iMatchSkills[®] – <http://go.usa.gov/gRKY>
- WOMIS Basics: Create & Manage Job Listings – <http://go.usa.gov/gU5G>

The “REA” Series

The Reemployment and Eligibility Assessment program is successful due to the contributions made by both WSO and UI staff. The courses found within this series are designed to educate staff on how to customize the REA customer’s interaction in order to provide them a seamless experience.

Guide, Connect & Act: A Seamless UI Customer Experience

This course will equip WSO staff with the knowledge they need to respond to customers’ UI questions. WSO staff will discover how to guide their customer in finding their UI answer within the information already available to them, or by referring them to Unemployment Insurance.

Access iLearnOregon to learn more about this curriculum: <http://go.usa.gov/3F37k>

Customizing the REA Conversation

In this course, WSO and UI staff will learn the purpose of the REA program. They will address the importance of the Reemployment Plan and how it impacts the UI customer, as well as discover how to incorporate labor market information into the customer’s conversation.

Access iLearnOregon to learn more about this curriculum: <http://go.usa.gov/3FcQd>

The WSO Standards Series

The three courses found within this series are designed to address the implementation of the WSO Standards. Although it's recommended that these three courses be taken in a specific order as they were created to build upon one another, local leadership teams will decide what is best for their area.

The Big Picture

This e-Learning course provides WSO staff an overview of Oregon's workforce system to include information about its stakeholders, organizations and partners. It is the overarching scope of what Oregon's workforce system is intending to accomplish within the WSO Standards.

This course is not yet available for enrollment. It's anticipated that this course will be available late September, early October 2015.

WSO Standards Facilitated Discussion

This facilitated discussion builds on the "The Big Picture" e-Learning. It continues to support the implementation of the WSO Standards by talking about them from a WSO Center perspective.

To schedule this activity for your area, please contact your local trainer or Regional Technician.

WSO Standards: The Customer & Me

Continuing the WSO Standards discussion, this course is designed to address standard implementation from a staff level. Participants will describe their role and how it impacts the customer's overall WSO experience. They will identify opportunities to implement a customer-centric and demand-driven environment; one that provides their customer a value-added experience with WorkSource Oregon.

To schedule this training for your area, please contact your local trainer or Regional Technician.