

**Regional Training Coordinator Summary**  
**Regional Planning Unit (RPU): Inland Empire**  
**LWDBs within RPU: Riverside and San Bernardino**

<b>Regional Training Plan approach (why and how trainings were selected).</b>
The Inland Empire (IE) Regional Planning Unit (RPU) is comprised of both Riverside County and San Bernardino County. Initially the RPU assessed all workforce staff and partners via a survey developed and provided through Survey Monkey. The survey helped the RTC identify the trainings being desired by staff to help build capacity. RTC helped us initiate conversations with potential trainers. It was beneficial for us to specify the training needs and have the RTC conduct the coordination. Once the trainings were identified, the dates were vetted through supervisors by using Google Doodle and invitations were sent out to staff via an invitation created and shared through EventBrite. Once trainings were completed, evaluations were completed by staff to share their feedback. The RTC set-up a few training providers prior to the end of their contract and left a few suggestions for future trainings/training providers.
<b>Innovative trainings provided and successes as a result of capacity building effort.</b>
<p>Some of the RPU Training Topics:</p> <ul style="list-style-type: none"> <li>• Principles of Accessible Documents, and Creating Accessible Forms</li> <li>• Utilizing Sector Strategies/ Understanding LMI</li> <li>• Barrier Busters</li> <li>• Cooperation, Coordination, and Collaboration in Serving Target Populations</li> <li>• Disability Training - One System for All</li> <li>• Career Pathway Development</li> <li>• Windmills Training</li> <li>• "How to get others to WILLINGLY do what needs to be done" training by Silver Rose</li> <li>• "Strategies for Re-Entry Customers" by Human Solutions</li> <li>• Case Management Skill Builder – Youth</li> <li>• Captain to Coach Approach</li> <li>• How to Teach People to Think Like Employers</li> </ul> <p>Most liked trainings:</p> <ul style="list-style-type: none"> <li>• Strategies for Re-entry (Human Solutions)</li> <li>• Customer Service Training: De-Escalation Techniques &amp; Conflict Resolution (TAD Grants)</li> <li>• Barrier Busters (Larry Robbins)</li> <li>• Job Development Part I &amp; II (Humans Solutions, Inc.)</li> <li>• Business Services Certification (TAD Grants)</li> </ul>
<b>What has happened as a result of these trainings? ie. Collaboration, stronger partnerships, staff has greater mastery of a subject, career pathways for workforce staff have been developed, etc.</b>
<ul style="list-style-type: none"> <li>• Communication with staff desiring professional development training has been enhanced.</li> <li>• The region provided on-site/in-person training that includes workforce staff as well as partners.</li> <li>• Trainings were held alternatingly between the cities of Riverside and San Bernardino in order to accommodate staff and partners in both counties.</li> <li>• The trainings were motivating, enlightening and overall we received great feedback from staff on the trainings and training providers.</li> <li>• Some of the trainings that were enthusiastically received.</li> </ul> <p>Training Size:</p> <ul style="list-style-type: none"> <li>• It was important to for the RTC to schedule multiple trainings throughout the region. Based on the staff type training was conducted up to three (3) days.</li> <li>• Sizes ranged between 35-100 attendees that was a mixture of both county's workforce staff and EDD Wagner Peyser staff.</li> <li>• In some cases, staff was divided into different days in order to attend the trainings.</li> </ul> <p>Communication:</p>

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<b>Regional Training Plan approach (why and how trainings were selected).</b>
<ul style="list-style-type: none"><li>• Region sought feedback from managers and other divisions/departments when coordinating training.</li><li>• A total of 26 trainings were convened, with 1,555 total staff and partners trained.</li></ul>
<b>Lessons Learned regarding coordinating regional training in coordinator (RTC) role; Significant challenges encountered.</b>
<ul style="list-style-type: none"><li>• There were different expectation of the curriculum versus what was delivered. Moving forward there will be more in depth conversation with training providers prior to scheduling a training.</li><li>• Needed to advise the staff on what to expect from the training and why it is important to attend.</li><li>• Initial delay in the CTI list being made available to the RTC's.</li><li>• Initially had to reschedule trainings due to attendance concerns.</li><li>• RTC had to make a diligent effort to ensure all who should be, are present at each training.</li><li>• RTC had to speak with training providers prior to the trainings to give them specifics and more of a focus on staff needs so that training can be catered to fulfill the need.</li><li>• Moving forward, multiple training events were coordinated throughout the grant period, giving opportunities for staff at all levels to learn, brainstorm, and expand knowledge. Combining training days allowed for staff from both WDBs to interact and learn from each other.</li><li>• Difficulty projecting for spending – with multiple training options and trainers' schedules, trainer cost range, locations, staff numbers, etc. – it is very difficult to estimate the amount of funding that will be spent per quarter.</li></ul>
<b>Request Received from Staff and Partners</b>
<ul style="list-style-type: none"><li>• Management and staff were very pleased with and greatly benefited from trainings funded by funding.</li><li>• Training Plan tracking should have a column to describe who attended, rather than a separate section.</li><li>• Many training events included AJCC Management and front line staff, so we had to duplicate entries due to the tracking separation of staff on the tracking sheet.</li></ul>