



larry@larryrobbin.com • www.LarryRobbin.com

Webinars That Transform Organizations

Over 100,000 People Trained

AMERICA'S JOB CENTERS BEST PRACTICES AND RESOURCE LIST

This resource list has been compiled by Robbin and Associates as a free community resource. Feel free to share it with other people. Robbin and Associates has been providing training for the workforce system for over forty-five years. Larry Robbin, Executive Director of Robbin and Associates, has trained over 100,000 people and presented more than 300 webinars. His services are used by the Department of Labor, America's Job Centers, government agencies, nonprofits, schools, social services, businesses and many other types of organizations. Larry offers over 100 webinar topics. For more information about Larry, his services and his clients, go to <http://www.larryrobbin.com>. To contact Larry, please email him at <mailto:larry@larryrobbin.com>.

AMERICA'S JOB CENTERS DISABILITY ACCESS GUIDE

file:///C:/Users/larry/Downloads/JobAccessResourceGuide_updated101614.pdf

AMERICA'S JOB CENTERS SECRET SHOPPER DRAFT FINAL REPORT

<https://ajc.lincoln.ne.gov/wp-content/uploads/2021/07/FINAL-REPORT-4.22.21.pdf>

OVER 500 ARTICLES, RESOURCES AND BEST PRACTICE REPORTS FROM THE FREE NEWSLETTER OF ROBBIN AND ASSOCIATES TO IMPROVE WORKFORCE DEVELOPMENT OUTCOMES. SUBSCRIBE ON THE WEBSITE. <https://larryrobbin.com/v2/newsletter-archive/>

STUDY OF THE AMERICA'S JOB CENTER CUSTOMER EXPERIENCE

<https://www.dol.gov/sites/dolgov/files/OASP/legacy/files/Customer-Experience-Summary-Report.pdf>

IMPROVING SERVICE DELIVERY AT AMERICA'S JOB CENTERS

<https://strategies.workforcegps.org/announcements/2017/09/25/13/46/Improving-Service-Delivery-at-American-Job-Centers>

A LIST OF 32 WEBINARS THAT WILL IMPROVE THE PERFORMANCE OF AMERICA'S JOB CENTERS – EMAIL <mailto:larry@larryrobbin.com>

ENHANCED INTAKE FOR ALL AMERICA'S JOB CENTER CUSTOMERS: A FUNCTIONALLY ALIGNED MODEL

<https://strategies.workforcegps.org/resources/2017/05/09/15/04/Enhanced-Intake-for-All-American-Job-Center-Customers-A-Functionally-Aligned-Model>

AMERICA'S JOB CENTERS CUSTOMER FLOW SCENARIOS

https://ion.workforcegps.org/resources/2017/07/19/10/02/AJC_Customer_Flow_Scenarios

EVALUATIONS OF AMERICA'S JOB CENTERS OF CALIFORNIA

https://cwdb.ca.gov/wp-content/uploads/sites/43/2022/09/AJCC-Evaluation-Report_FINAL_ACCESSIBLE.pdf?emrc=37e9b0

DEVELOPING AMERICA'S JOB CENTERS IN JAILS

https://wdr.doleta.gov/research/FullText_Documents/ETAOP2018-05%20LEAP-Final-Report.pdf

CUSTOMER CENTERED DESIGN WORKFORCE PLAYBOOK BY CODE FOR AMERICA

<https://ccd.workforcegps.org/resources/2018/01/03/14/50/CCD-Workforce-Playbook-by-CfA>

AMERICA'S JOB CENTERS SERVICE DELIVERY IN RURAL AREAS

<https://www.dol.gov/sites/dolgov/files/OASP/legacy/files/RuralServices-AJCs.pdf>

A DAY IN THE LIFE OF AN AMERICA'S JOB CENTER – SERVING PEOPLE WITH DISABILITIES

<https://disability.workforcegps.org/resources/2020/02/26/17/19/Serving-Individuals-with-Disabilities-A-Day-in-the-Life-of-an-American-Job-Center>

SERVING YOUTH IN AN INTEGRATED AMERICA'S JOB CENTER

<https://ion.workforcegps.org/resources/2018/01/25/17/27/WIOA-Desk-Reference-Serving-Youth-in-an-Integrated-American-Job-Center-Network>

REGISTERED APPRENTICESHIP TECHNICAL ASSISTANCE CENTERS OF EXCELLENCE

<https://www.apprenticeship.gov/investments-tax-credits-and-tuition-support/registered-apprenticeship-technical-assistance-centers-excellence>

AN INSTITUTIONAL ANALYSIS OF AMERICA'S JOB CENTERS BY THE DEPARTMENT OF LABOR

https://wdr.doleta.gov/research/FullText_Documents/ETAOP_2018-03_StudyHighlights_AJCs_508_Compliant.pdf

HOW COMMUNITY COLLEGES AND AMERICA'S JOB CENTERS CAN WORK TOGETHER TO SUPPORT WORKFORCE EXCELLENCE

<https://www.newamerica.org/education-policy/edcentral/community-colleges-and-american-job-centers-work-together-to-support-workforce-excellence/>

FIXING TO CHANGE: AN ASSESSMENT OF ONE STOP JOB CENTERS WORKING WITH WELFARE RECIPIENTS

<https://aspe.hhs.gov/reports/fixing-change-best-practices-assessment-one-stop-job-centers-working-welfare-recipients>

SEVEN SERVICE DELIVERY PRACTICES TO DELIVER BETTER RESULTS FOR HIGH NEED JOB SEEKERS AT WIOA CAREER CENTERS

https://govlab.hks.harvard.edu/files/govlabs/files/seven_delivery_practices_for_career_centers_guide.pdf

WEBINARS THAT WILL IMPROVE THE OUTCOMES OF YOUR AMERICA'S JOB CENTER!

PRESENTED FOR YOUR ORGANIZATION BY LARRY ROBBIN

www.LarryRobbin.com

<mailto:larry@larryrobbin.com>

- * Over 45 years of national workforce development training experience! Offering you over 100 webinar topics to choose from!
- * Trained more than 100,000 workforce program staff and management, presented at over 500 workforce conference workshops and delivered over 300 webinars! Services used by more than 1000 organizations! To see a partial list of clients, go to <https://larryrobbin.com/v2/clients/>
- * Trained thousands of AJC staff in sessions sponsored by the San Bernardino Workforce Development Board, California Workforce Development Board, Eastern New Mexico Workforce Development Board, California Workforce Association, National Association of Workforce Development Professionals, Riverside Workforce Development Board, Rogue Workforce Board, Workforce Board of Contra Costa County, Southeast Los Angeles County Workforce Board, San Diego Workforce Board and many other organizations.

As someone with a long career in workforce development including working for the Department of Labor and being a Director of a Workforce Development Board and now as the Executive Director of the California Workforce Association, I have had an opportunity to be acquainted with the work of the vast majority of the national trainers and consultants in the workforce development field. I have used the webinar, training and consulting services of Larry Robbin on many occasions. Larry has been invited to present at more of the California Workforce Association conferences than any other trainer because he provides the highest quality and most innovative training and consulting services of anyone in the field. His work is the state-of-the-art and yet very practical. Larry transforms the work people are doing to higher levels and helps his training attendees and consulting clients get results they never imagined. I highly recommend him to any organization.

Bob Lanter Executive Director of the California Workforce Association

ABOUT LARRY ROBBIN WEBINARS!

- * All webinars are done live and customized for your goals using our unique pre-webinar needs assessment call. Webinars are 120 minutes long and include time for a breakout room and questions and answers. The length of the webinar can be adjusted to meet your needs.
- * We charge by the webinar and not by the number of people attending the session. This means you can have as many people take the webinar as you like without paying any additional fee.

You can cosponsor a webinar with as many partners as you like. Cosponsoring and sharing the cost makes this an extremely cost effective way to improve staff and management skills.
- * You can record the webinars at no additional cost to train staff that missed the live session and also to train new staff! Develop a training library and keep staff skills at the highest levels.
- * Webinars can be done in versions for all populations or customized for specific populations such as various populations of youth, people in reentry, people with disabilities, hard-to-employ, TANF, people who are homeless, dislocated workers and many other types of people served by the workforce system.
- * Looking for a way to jump start the job search of your job seekers? Email <mailto:larry@larryrobbin.com> for information on our webinars especially designed for your customers!
- * We also offer virtual keynote speeches for your conference and special events!

SOME OF OUR MOST POPULAR WEBINAR TOPICS!

This list is just a sample of Larry's webinar topics.

Email <mailto:larry@larryrobbin.com> for descriptions of these topics and for information on our many other webinars!

CHECK OFF THE WEBINARS THAT WILL HELP YOUR AJC!

Don't Think I Think We! Don't Think Program! Think System!

How to Improve Collaboration and Create a Seamless System of Services!

Customer Service Success with Angry and Challenging Customers!

How to Deescalate Difficult Situations and Get to Win Win!

How to Serve More People in Less Time and Get Better Results Than Ever!

From the Streets to the Workplace! Help People Who are Homeless Get Jobs!

Through Disconnected Eyes! How Disconnected Youth Want You to Serve Them!

Shaking Hands Through the Phone and the Screen! New Ways to Make Remote Counseling More Effective and Overcome the Technology Communication Gaps!

Are You Working to Burnout or Working to Wellness?

How to Reduce Stress, Anxiety and Burnout in Your AJC!

You Can be a Change Agent!

How to Increase Employment Motivation in the Hard-to-Employ!

Are You Talking Like Businesses Think?

Speak the Language of Business and Employers Will Come to You!

From Pink Slip to Paycheck!

How to Get Dislocated Workers Reemployed in Less Time Than Ever!

Trauma! The Most Powerful Hidden Barrier to Employment!

How to Help People Heal and Make Employment Progress!

How to Teach People to Turn Virtual Interviews into Job Offers!

How to Recruit More People to Your Apprenticeship Program!

Make Your Program a Magnet! Go Beyond Social Media! Use Private Sector

Marketing Strategies to Recruit Difficult to Reach Populations to Your Program!

The Captain and Coach Approach to Case Management!

Use Motivational Interviewing and Teach People to Case Manage Themselves!

The Radar Approach to Job Retention! The Most Powerful Job Loss Prevention System that Can Stop Job Loss Before People Start Work!

Jails to Jobs! New Strategies for Employment of Justice Involved Individuals!

How to Get Employers to Hire Youth!

From Start to Finish! New Ways to Improve Retention in Training and Apprenticeship Programs!

“ROSS Innovative Employment Services is a leading national workforce organization that has been providing services for over 20 years and we have been very happy with Larry's webinars. He has an incredible amount of relevant webinar topics to choose from and he even customized ours to fit our needs! We have done a series of ten of Larry's webinars to train our staff and managers and they really enjoyed the unique ideas and tools that Larry provides. We plan on doing more of them. We recommend these webinars as a way to get fresh ideas and improve the knowledge of your staff.”

Shawn Brenner Chief Executive Officer of Ross IES

Digging for Gold! A Strengths Based Approach to Finding Hidden Assets to Employment in the Hard-to-Employ!

**From Internships, Subsidized Employment or Work Experience to Jobs!
How to Teach People to Work in Ways That Lead to Job Offers!**

Building Bridges to the American Workplace! Employment and Customer Service Strategies for Success with Immigrants and Refugees!

Keep the Bars Behind You! Job Retention for Justice Involved Individuals!

How to Find the Ability in People with Disabilities!

The Rules of Engagement! How to Prevent People From Dropping Out of Your Program and Get the Most Out of It!

You are the Glue! How to Retain Staff in Your Workforce Program!

The Case Management Skill Builder! How to Upgrade Case Management!

The Master Strategy for Going from Placement to Engagement with Employers!

It is all About Who You Know! How to Help People Build Their Social Capital and Get Hired Faster Using the Hidden Job Market!

Soft Skills are Really Success Skills! How to Teach Them to Your Job Seekers!

Robbin and Associates

Our Webinars Turn Program Challenges Into Success Stories

www.LarryRobbin.com

Job Readiness From the Private Sector Perspective!

It Takes a Village! How to Motivate People to Access the Supportive Services They Need to be Successful in Your Program!

"Larry is an outstanding webinar presenter on every topic he has presented for us. He has done twelve webinars for us on a wide variety of topics related to workforce development. This includes webinars about serving youth, customer service, business services, dislocated workers, soft skills, case management, staff retention, avoiding burnout and collaboration. I will focus on one webinar here, but my comments about that training easily apply to all the webinars he has presented. The webinar he did on trauma and trauma affected individuals really stands out to me. His broad knowledge of the topic helped us to see that trauma comes in many forms and how this could help us understand why an individual is acting the way they are. But he did not leave us there, he gave us practical tools that we could start using today! He also helped us get a better understanding of when to refer to professionals and not try to take on the role of a counselor. The very next day I found myself talking to a staff member about using one of Larry's tools with a difficult customer, and it worked! Larry's training is so effective that staff could implement the ideas the next day! That is one of the things that make his webinars so exceptional."

Ben Silvers - One Stop Operator Eastern Area New Mexico

DIDN'T SEE WHAT YOU NEED?

Remember this is only a partial list of Larry's webinars.

**Email us at <mailto:larry@larryrobbin.com>
with your webinar workshop needs and we will give you
other webinars to choose from!**

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