



Client Connections 2.0

This track focuses on direct workforce development competencies and participant-centered service delivery.

Potential Featured Client Connections Workshops

1. Career Coaching and Workforce Readiness

Participants learn strategies for helping job seekers build confidence, improve employability skills, prepare for interviews, and successfully transition into sustainable employment.

Key focus areas include:

- Career exploration
- Resume and interview preparation

2. Trauma-Informed Workforce Development

This training provides practical tools for understanding participant barriers, improving communication, and delivering compassionate, participant-centered services.

Key focus areas include:

- Trauma-informed engagement
- Participant trust-building
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3. Employer Partnerships and Job Development

Participants learn how to develop employer relationships, identify workforce needs, create business partnerships, and connect participants to quality employment opportunities.

Key focus areas include:

- Employer engagement
- Workforce alignment

- Business outreach
- Job placement strategies

4. Human Centric AI

Human-Centered Artificial Intelligence (HCAI) is an approach to AI design that focuses on augmenting human capabilities rather than replacing them. It ensures AI serves as a collaborative tool—acting as a co-pilot—where humans remain in control of decision-making, while prioritizing ethical design, transparency, and societal well-being.

Key Focus Areas Include:

- Human Oversight
- Transparency and Explanability

5. Financial Literacy and Participant Stability

Participants explore practical financial literacy coaching strategies that help individuals improve budgeting, goal setting, financial decision-making, and long-term employment retention.

Key focus areas include:

- Budgeting skills
- Financial goal setting

6. Customer Centricity

This workshop focuses on client responsive workforce development practices, communication strategies, and inclusive participant engagement approaches.

Key focus areas include:

- How to put the customer first.
- Looking beyond customers limitations.

7. Workforce Case Management Excellence

Participants learn best practices for participant tracking, follow-up systems, documentation, engagement, and long-term workforce success strategies.

Key focus areas include:

- Participant follow-up
- Documentation practices

- Accountability tracking

8. Adult Education, ESL, and Learning Support Strategies

This session provides practical approaches for supporting adult learners, English language learners, and participants with educational barriers.

Key focus areas include:

- Participant encouragement
- Learning engagement techniques

9. Apprenticeship and Earn-and-Learn Workforce Models

Participants explore workforce models that connect education, training, and employment opportunities through practical learning experiences.

Key focus areas include:

- Apprenticeship pathways
- Workforce partnerships

10. Workforce Development Storytelling

In today's political environment, it is of critical importance to know how to position your work assignment via storytelling. This session will teach leaders how to craft stories from their day to day assignments to share with policymakers, funders, etc.

Key focus areas include:

- Crafting Stories for Various Audiences.

11. Participant Retention and Long-Term Success Strategies

Participants learn strategies to improve participant retention, employment sustainability, and long-term workforce engagement.



Key focus areas include:

- Retention planning
- Follow-up coaching
- Supportive accountability
- Long-term participant success

12. Human-Centered Workforce Systems and Participant Engagement

This workshop helps participants strengthen workforce systems by improving communication, participant experiences, service delivery, and organizational responsiveness.

Key focus areas include:

- Participant-centered systems
- Workforce engagement

Workforce Development Learning Outcomes:

Participants will:

- Strengthen participant coaching and engagement skills
- Improve workforce readiness and career coaching strategies
- Build stronger employer and community partnerships
- Learn innovative approaches to serving farmworker populations
- Increase effectiveness in participant retention and follow-up
- Apply trauma-informed and culturally responsive service models