




JAMES K. HAHN
MAYOR

Respond by October 1, 2003

Date: September 2, 2003

To: All WDD, LA Bridges, and Youth Opportunity Movement Staff, all WIA Leads, Joints and Subcontractors, and Full Service WorkSource and Satellite Centers

From:  Robert Sainz, Assistant General Manager
Workforce Development Division

Subject: INFORMATION BULLETIN NO. 04-17
"QUICK FIXES FOR FRONTLINE STAFF"

The Workforce Training Academy is hosting a one-day training seminar entitled "Quick Fixes for Frontline Staff" facilitated by the Employment Development Department's, Local Training Response Unit of the Workforce Investment Division, State of California. This workshop is designed for staff who regularly interact with customers and want to address personal issues related to stress and conflict in the workplace. Workshop participants will have an opportunity to examine symptoms related to managing change, organizing time, managing multiple priorities, coping with stress and handling conflict in the workplace.

Date: October 9, 2003
Time: 9:00 am- 4:00 pm
Locations: Community Development Department
215 W. 6th Street—2nd Floor Conference room
Los Angeles, CA 90014

Each center and/or section may nominate (2) participants. A maximum of 30 participants per session allowed. The seminar will be filled on a first-received basis. Please email the attached registration form to training@cdd.lacity.org, **no later than October 1, 2003**. Cal in nominations or fax will be accepted through Deloris Vaughn at (213) 847-0221 (fax) or (213) 485-0030 (phone). If you have any questions about this training please email training@cdd.lacity.org or contact Jennifer Vega La Serna at (213) 847-6545.

Attachments:
Training flyer
Training registration form