1. Discuss Traitify with staff, the benefits and challenges. Encourage discussion of how they use Traitify with customers. Review Traitify usage by your center for a specified time period. Brainstorm with staff ways to encourage more customers to use this resource.

<http://nencpathways.org/?s=traitify>

1. Review with staff how to locate top jobs from local employers on NCWorks. Note the recent postings from local employers. Discuss skills required for positions and watch a video from Career OneStop highlighting a person in that role. Encourage staff to consider customers they are working with who might be good referrals to these jobs.

<https://www.careeronestop.org/Videos/CareerVideos/career-videos.aspx>

1. Applicant Tracking Systems can keep customer resumes from making it to the hiring manager. Have staff complete the NCWorks Training Center 2-part training on the ATS before you meet. During your meeting, watch this video with staff: <https://www.youtube.com/watch?v=XHWjfwb0TaE>. Then complete the activity provided by NCWorks Training Center (found under the videos) with staff. Share best practices among staff for recognizing and correcting resumes with customers.
2. Review the “Attitude Counts” activity in the GADJ book (<http://riverseastwdb.org/wp-content/uploads/2020/03/Chpt3_LP1_Job_Searching_Skills.pdf>) before your meeting, and print copies of the handout (found on last page). Conduct this lesson with staff during the meeting. Brainstorm with staff how they might use the lesson with groups or parts of the lesson with individual clients.
3. Review the updated NCCareers.org with staff. You could have staff bring in laptops and search around individually or in teams, then share out and discuss with the group. Or you could pull it up on a screen and navigate around while exploring and discussing as a group. Brainstorm ways to utilize the site with customers for LMI, assessments, career research, etc.
4. Share with staff the number of customers helped in your center over a specific time period (based on the numbers you supply to management.) Discuss job seeker recruitment efforts including various types of events (virtual or in-person job fairs, single-employer events, drive-thru events, etc.) attended/held by your center. Brainstorm and share best practices among staff for recruiting customers and job seekers for these events. Discuss skills and expectations for staff who work these events. Brainstorm ideas for drawing in people at community events, reaching people through community and faith-based organizations, etc.
5. Collect examples of real-life situations staff have encountered working with customers (remind them not to include identifiable or confidential information). Read examples anonymously to the group. Managers can share expectations in certain situations and staff can share best practices or ideas for navigating situations.