

“Partnerships for Success: Growing a Competitive Workforce System”

April 12th and 13th
Holiday Inn Golden Gateway
1500 Van Ness Avenue, SF. CA. 94109

Updated Forum Agenda:

Tuesday, April 12, 2011

12:00 - 1:00pm **Forum Registration**

1:00 – 2:30pm **Opening Plenary: “Partnerships for Success: Growing a Competitive Workforce System”**

A panel of notable speakers will discuss their insights on what it will take to build effective partnerships that ensure a competitive workforce system in San Francisco. You won't want to miss what is sure to be a powerful discussion that sets the framework for the entire Forum.

2:45 – 4:15pm **First Workshop Sessions** (See SNEAK PEEK below)

4:30 – 6:30pm **Cocktails & Connections: A Networking Happy Hour**
Don't miss this opportunity to rub elbows and talk shop with other workforce development aficionados.

Wednesday, April 13, 2011

8:30 – 9:15am **Continental Breakfast and Registration**

9:15 – 10:30am **Second Workshop Sessions** (See SNEAK PEEK below)

10:45 – 12:00pm **Third Workshop Sessions** (See SNEAK PEEK below)



- 12:00 – 1:30pm** **Awards Luncheon** We will be recognizing and highlighting providers and employers who have demonstrated outstanding achievement in building workforce partnerships; as well as individual jobseekers who exemplify outstanding achievement in overcoming barriers and achieving career or professional development goals.
- 1:45 – 3:00pm **Fourth Workshop Sessions** (See SNEAK PEEK below)
- 3:30 – 5:00pm **Closing Plenary: *What Does the Future Hold: Local Foundations Discuss Workforce Development and Economic Mobility Funding Trends***
Join representatives from the San Francisco Foundation, United Way of the Bay Area, and the Walter and Elise Haas Fund in a conversation about funding trends, workforce and community development strategies, and how to make the most of limited resources in challenging times.

SNEAK PEEK -- A Sample of Forum Workshop Sessions:

- **Workforce Leadership: What it is, Why it matters, How to grow it**
Workforce Development is not for the faint of heart. It requires leadership at every level. What does workforce leadership mean today? What does it look like? Researchers who are conducting a one-year study on this topic will discuss their findings to date and provide attendees an opportunity to contribute to this project, intended to help states and local communities build leadership capacity.
- **Thinking Outside of The Box: Accessing Non-Traditional Employment Options**
In a difficult economy traditional job search leaves many clients uninspired and discouraged. Learn how some programs are creating opportunities for clients to “be their own employer” – building skills and income through entrepreneurship, cooperatives, and other innovative mechanisms.
- **What Employers Want: Giving Your Clients the Tools They Need to Get the Job They Want**
How many pages should your resume really be? What’s the best way to answer *what’s your biggest weakness* interview question? If you only have 15 minutes to prepare your client for an interview, what are the most important points to get across? **Hear directly from employers across industries** about what they look for in a successful candidate or new hire. Bring your questions, and be ready to learn,
- **Helping Job Seekers in Challenging Times: Revisiting Our Customer Service Assumptions and Strategies** In this era of stubbornly high unemployment jobseekers



often come to us depressed, angry, and/or with unrealistic expectations. How can service providers adjust program design and staffing to better support jobseekers' customer service and support needs? This session explores the best private-sector customer service practices for some clues.

