**EARN Maryland Winter 2021 Solicitation for Implementation Grant Proposals**

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| **APPENDIX F- TRAINING MODULE TEMPLATE** |
| **Training Module – Narrative Detail** |
| **Strategic Industry Partnership Name:** |  |
| **Training Module Number:** |  |
| **Training Module Name:** |  |
| **Description of Training Module** |
| Briefly describe the Training Module. Lead Applicant may include a syllabus, course outline or course description as an attachment. *Training must be based on national best practices that prepare individuals with the skills and competencies that prepare workers for careers in the target industry.* **Please Note:** Unless otherwise stated, reviewers will assume all participants in a module will receive identical training. If training on the same topic varies significantly among different participants, each variation should be described as a separate module. This is particularly important if the number of hours of training and/or measures of success differ between groups. *For example, "Customer Service Training" is too broad a topic if one group of Sales Associates are receiving 15 hours of training and another group of Call Center Reps are receiving 60 hours of training. In this case it is recommended that the topic be organized as two unique modules: "Customer Service for Sales Associates" & "Customer Service for Call Center Reps."****EXAMPLE:****This course includes the following three topics:**1) Listening and Communication to Support Customers (10 hours of interactive workshops in customer call center): To impart proven methods for identifying customer needs and simple techniques for enhancing interactions to add value to client relationships. Employees will learn tips and tactics to effectively handle difficult or angry clients and use every interaction to gain positive results. It will also help employees learn to identify and avoid barriers, and gain confidence in their communication style.**2) Managing Multiple Priorities (10 hours classroom training): To encourage discussion and evaluation of daily work habits to identify stressors and employ reduction techniques. Employees will learn how to prioritize tasks for better time management and ways to balance multiple demands.**3) Written Communications (15 hours of classroom training and 5 hours of writing labs): For employees to master general writing, compose professional email, and other written correspondence to clients, coworkers and supervisors.*Please respond below the dotted line.--------------------------------------------------- |
| **Training Goals** |
| Outline next steps for participants after a training module is completed. If a job placement is the goal of the training, explain that here. If more training or on the job experiences will be provided to participants, clarify the type of training and if it will be covered as a part of another training module. ***Example:****After successful completion of the 3 communication modules, student will have the opportunity to test for ABC industry-recognized certification. The participant will be given an interview with XYZ Employer Partner and if the candidate is a good match -- as determined by employer -- he/she will then be placed into a Communications Coordinator position vacancy at XYZ company.*Please respond below the dotted line.--------------------------------------------------- |
| **Approvals by Regulatory or Licensing Entity** |
| Identify whether a Training Module requires the approval of any regulatory or licensing entity. If so, please attach evidence of approval and/or steps taken to receive approval. See Section 2.5 of Solicitation for details.Please respond below the dotted line.--------------------------------------------------- |
| **Training Provider** |
| Briefly describe the Training Provider's qualifications and experience related to the role he/she will play in implementing this Training Module. Provide a résumé if Training Provider has been selected.Please respond below the dotted line.--------------------------------------------------- |