



## Continuous Improvement Training for Employers

### TRAINING FOR INCUMBENT WORKERS

Incumbent Worker Training (IWT) is a type of work-based training and upskilling designed to ensure that California workers can acquire and develop the skills necessary to succeed in the local workforce and maintain employment.

### TRAINING METHODS

#### **Didactic**

Formal instruction provided in a classroom setting. Training is provided regularly, under the direct guidance of a qualified trainer.

#### **Instructor-Led Video Conference**

Training is conducted in a virtual environment utilizing a Zoom-based platform (with designated start and end times). Training is a real-time interactive class session with an instructor. Trainees interact with instructor/students during class via computer monitor (i.e. audio, visual, or computer generated messages).

### TRAINING TYPE

- Team Building Skills
- Communication Skills
- Customer Service Skills
- Problem Analysis and Problem Solving
- Interdepartmental Collaboration
- Interdisciplinary Team
- Quality Assurance/Performance Improvement (QAPI)
- Conflict Resolution Skills
- Leadership Skills
- Six Sigma in Healthcare
- Computer Skills

### CUSTOMIZED TRAINING FOR:

- Acute Hospitals
- Long-Term Care Facilities
- Nursing Rehab Facilities
- Behavioral Health Facilities