

# INFORMATION NOTICE

## WORKFORCE SERVICES

Number: WSIN12-69

Date: June 14, 2013

Expiration Date: 7/14/15

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: WEBINAR - UI TRAINING FOR ONE-STOP CAREER CENTER STAFF

This serves as an invitation to participate in a 60-minute webinar designed to enable staff to better assist Unemployment Insurance (UI) customers by connecting them to UI online resources. Now that UI's telephone service is only available from 8 a.m. to noon, you may see an increase of UI customer traffic in your offices. The information in this webinar can assist one-stop staff in providing better customer service to UI customers.

**Who:** The EDD Workforce Services Branch, Capacity Building Unit

**What:** UI Training for One-Stop Career Center Staff

**When:** June 27, 28 and July 1, 2, at 9 a.m. and 1:30 p.m.

**Details:** This interactive webinar provides you opportunities to ask questions. Training includes:

- Your role and responsibility in the UI process.
- How to bridge UI customers to accurate up-to-date information.
- How to contact UI electronically.
- Tips to navigate online resources.

**Registration:** Submit your request to [cbustraining@edd.ca.gov](mailto:cbustraining@edd.ca.gov). In the subject line, include the webinar name and your preferred date and time. In the body of the e-mail, include your first and last name, organization, and your work e-mail address. If you are viewing the webinar as a group, it is only necessary for one individual to register. Confirmation and logon instructions will be e-mailed to you one day prior to the event.

For more information, please contact Camille Diridoni at [Camille.Diridoni@edd.ca.gov](mailto:Camille.Diridoni@edd.ca.gov).

/S/ JOSÉ LUIS MÁRQUEZ, Chief  
Workforce Services Division