



Training and Career Ladder Program

As a result of enhanced union collaboration the 2021 Training and Career Ladder Program features expanded training opportunities for Bargaining Unit members of:

- AFSCME Council 93 and Local 888 (Unit 2)
- NAGE (Units 1, 3 and 6)
- MNA (Unit 7)

Over 30 course topics as instructor-led courses or on-demand e-learnings

A Sampling of Courses

Supervision

Decision Making and Leadership Style

Motivation and Positive Management Techniques

Communication

Defusing Difficult Consumer Interactions

Verbal De-escalation

Self-Awareness

Resiliency and Self-Care

Unconscious Bias

Technical Skills

Business Writing

Project Management

Computer Skills

Work 365: New Features

For the full list of course topics and instructions on how register visit: mass.gov/tcl

