

Enhancing RESEA with Evidence-Based Interaction Strategies



This training is intended for all workforce center staff who provide Reemployment Services and Eligibility Assessment (RESEA) services to UI claimants.

Enhancing RESEA with Evidence-Based Interaction Strategies is a five-part training series focused on using evidence-based interaction skills to improve outcomes. Each 90-minute session is web-based, live, and includes case studies from real-world scenarios. Participants will receive sample scripts, opportunities to practice, and job aids for future reference.

1 Engagement, Roles, and Agenda Setting

After reviewing the basic requirements of RESEA, staff will learn effective engagement processes such as:

- Collaboratively establishing roles for job development
- Setting an agenda⁴
- Avoiding common pitfalls

2 Behavioral Insights

By applying behavioral insights models² such as NUDGE and EAST, participants will help claimants:

- Avoid common decision-making biases
- Identify and resolve barriers
- Streamline the process for finding a job

3 Providing Feedback and Raising Concerns

Participants will learn how to apply the RASA³ model to provide impactful feedback:

- Reflective listening
- Raising concerns
- Building claimant investment and responsibility

4 Sharing Information, Giving Clear Advice, and Establishing Action Items

Workforce staff more effectively enhance focus and establish a clear purpose for interactions¹:

- Build upon claimants' existing knowledge and plans
- Provide clear information and advice to develop individualized employment plans⁴
- Elicit claimants' reactions and revised plans as action items

5 Rebranding Work Skills

Participants learn to provide claimants with guidance on rebranding their work or military skills for a different job or industry.

- Identify transferable skills⁴
- Match skills with current workforce demands in your community⁴
- Build motivation and commitment¹

See our website for more information.



Training webinars are provided by Jim Carter, Ph.D., and Niki Mitchell. Dr. Carter is trained as a psychologist with a background in cognitive science and Motivational Interviewing. Ms. Mitchell is a workforce expert and has first-hand experience with RESEA.

References: 1. Miller & Rollnick (2023) *Motivational Interviewing*, Guilford. 2. Darling et al., (2017) *Pract. Playbook for App. Beh. Insights to Labor Prog*, Mathematica Pol. Res.3. Miller (2004) *Combined Beh. Intervention Manual*, DHHS, NIH. 4. Saunders, et al., (2019). *Eval. of impacts of the REA Prog.: Final report*, Prep. for U.S. DOL, Abt Assoc.