**WorkforceGPS**

**Voices of Experience: Lisa Part 1**

*Transcript by*

*Noble Transcription Services*

*Menifee, CA*

**Voices of Experience - Service Delivery Innovations**

Lisa Dunaway: Virtual -- the virtual workshops, I guess we really had to come together and revamp the workshops from being live and interactive live to making them interactive virtually. We had to find different ways to engage our participants so that they would benefit from the workshop and get something out of it. I mean, we most definitely had to find our platform that we were going to use. We initially started using Teams because that was something that we all had. We never really did virtual meetings or video meetings or anything like that. So it was all brand new.

Teams worked for us internally, but it soon became apparent that not everybody had Microsoft on their own or access to Microsoft on their computers. So we started investigating other platforms to use. Of course, Zoom was our first one. Zoom was a concern at that time because of the security breaches that they were experiencing. But we were able to work with them and Zoom worked on themselves and made it so that we could use that platform. So this is our main platform because it's a free platform for our customers, as well as easily accessible through on the phone and also on computers.

We, of course, had to redesign all of our workshops so that they would be more engaging virtually. So we did have to as as teams come up and rewrite all of our workshops to to be able to be presented virtually. It was a slow start to engage people. Our first few workshops, very few people showed up. We have a very strong communications department within our agency. So we worked closely together finding ways to outreach the person who in charge of coordinating our workshops is also very knowledgeable. And she reached out and just made sure that she went on social media.

She spends a lot of time on linked in and just advertising anywhere she could. She's actually been she's actually had a few participants come to the workshop from Europe and that actually blew our mind. We've actually had people come into our workshops all over the country as well. This is something brand new that we're now able to touch people outside of Maryland, which is extremely exciting as well.