# NWT Navigator Interaction Guide

Part of the goal of the NWT Redesign is to make NWT more personalized to each new worker. While the interactions will all be individualized, some consistency is needed. Utilize this document as a guide for interaction between NWT Navigators and new workers.

## Initial Meeting

When a New Worker is assigned to NWT, a NWT Navigator will be assigned and they will be sent a welcome email with a link to the intake assessment with that Navigator CC’d to that email. The NWT Navigator will then be responsible for going to the intake form and reviewing the New Worker’s assessment. The NWT Navigator must have contact with the new worker within one week of he or she being assigned NWT. The type of contact should be determined by the new worker’s preferred method of communication as identified on the intake assessment. This initial meeting should include the following:

* Define the role/relationship of the NWT Navigator/NWT inbox with the new worker
* Go through the intake assessment with the new worker and develop a personalized plan
* Determine schedule with the new worker for frequency of meetings
	+ Must be at least bi-weekly, can be weekly if needed
	+ Schedule next meeting at end of initial meeting

## No Contact/Loss of Contact

To mimic the W-2 Case Management/Participant relationship, Navigators may end a New Worker’s participation in the Navigator Program due to no contact or loss of contact. The Navigator must attempt contact with the New Worker at least two times without response before ending the partnership. When ending the partnership, send the New Worker an email to let them know their participation in the Navigator program has ended because you have not received a response from them, and they are welcome to contact PTTTrainingSupp@wisconsin.gov with any questions they have regarding New Worker Training.

Remember to track the hours you spend on NWT Navigator duties and include those on the NWT Monitoring Report you submit to RegStaff each month.

## Ongoing Meetings while in NWT

Ongoing meetings with the new worker should be individualized to what they need/want assistance with. The frequency of these meetings should have been determined at the initial meeting. The length will vary and depend on the new worker. If there are no topics being brought up during the meeting, the NWT Navigator can use the following outline as a guide.

Tell me something good! – have new workers share something good that has happened since last meeting

What have you enjoyed learning since last meeting?

What frustrations have come up since last meeting?

Individualized lesson/discussion based upon initial assessment

What would you like to talk about next meeting?

Questions, comments, concerns

## Ongoing Meetings after NWT Completion

When the new worker completes NWT, send a congratulatory email including the following evaluation request:

“We would love to hear your feedback on the New Worker Training Navigator partnership. Please complete the evaluation at <http://www.quia.com/sv/1135378.html>.”

After the new worker has completed NWT, he or she will still work with the NWT Navigator until six months after being assigned NWT. These meetings will differ from when they are in NWT. The frequency of the meetings will likely go down but must occur at least monthly. The meetings can be more frequent if needed. The first post-NWT completing meeting must take place within one month of NWT completion. During these meetings, it is important that the NWT Navigator only handle training related questions and refer the new worker to agency supervisor for production related questions. Potential things to discuss during these ongoing meetings post NWT completion include:

* Assisting new worker in making sure he or she gets signed up for all required classroom trainings.
* Provide ongoing support and check ins to see how things are going.
* Provided resources and refer to desk aids

## Completion of NWT Navigator Partnership

Each new worker will only be paired with a NWT Navigator for six months as of their NWT start date. At the end of this time period, the NWT Navigator must send the new worker an email including the link to the NWT Navigator evaluation. The email can be personalized to include specific areas that the new worker and NWT Navigator worked on together but must include all of the following information.

Subject: Congratulations Graduate!

Congratulations on making it to your six-month mark! You have come a long way from when you were a new worker. I hope you are as proud of yourself as I am. *(Here is where you can personalize the email and highlight any specific learning areas or other information)*

Now that you have made it to your six-month mark, you have graduated from the New Worker Training Navigator program. We don’t expect you to be an expert yet, but you have gained the knowledge and skill necessary to be an effective W-2 worker. If you are in need of any training related assistance post-graduation, feel free to contact your ATL or the Partner Training Team email (PTTTrainingSupp@wisconsin.gov). Be sure to check the Learning Center and Training Times for upcoming training opportunities, desk aids, and webinars.

Again, congratulations on your journey thus far, I know you will continue to flourish!

Best,

NWT Navigator