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Document Title: **Public Outreach Requests**

Approval Authority: **Bureau Chief**

A. PURPOSE AND SCOPE

This procedure defines the process for managing public requests for speakers and other types of public outreach, including external training and display booth requests.

B. ACTION STEPS

1. The Training Supervisor will process requests for a speaker or booth that are:
 - a. Received at least 30 days prior to event, and in writing whether by letter, facsimile transmission, or electronic mail.
2. For requests not meeting the above criteria, the Training Supervisor will make the effort to fulfill requests not in conflict with other mission requirements and by requested date of service when feasible.
3. The Training Supervisor will secure appropriate Education, Training and Technical Assistance (ETTA) representation based on availability.
4. If ETTA representation is unavailable, the request will be brokered to others in North Carolina Department of Labor (NCDOL).
5. After the trainer is confirmed, the procedures outlined below will be followed:
 - a. Upon receipt of a speaker's bureau request, each trainer will make an attempt to respond to the point of contact immediately. If unable to respond to the point of contact immediately, make the contact as soon as possible (but within five business days). The intent is to make the initial contact immediately or as soon as possible.
 - b. Document all attempts to call the point of contact on the Speaker's Bureau Request Form (hand-written or electronic documentation is acceptable).
 - c. If unable to reach the point of contact after three attempts, notify the Training Supervisor (email to the training.request@labor.nc.gov mailbox) and submit the documentation noted in Step #2.
 - d. Upon initial receipt of the request, each trainer will note the date and time options offered by the requester. If the date and time options conflict with the trainer's schedule, it is the responsibility of the trainer to discuss potential options with the point of contact so that the trainer can fit the

request into their personal work schedule. If the request is for an event (i.e., booth, fair) and there are no other date/time options available, it is the responsibility of the trainer to notify the Training Supervisor immediately so that the request can be reassigned.

- e. After the trainer confirms a request with the point of contact, the trainer will submit (via email to the training.request@labor.nc.gov mailbox) the confirmed date, times (i.e., 8:00 to 2:00), topic(s), trainers and location. In addition, the trainer shall note, whether or not, there was any change in the request that is relevant to scheduling, documentation etc. (i.e., did the contact request Labor One and then change their mind or vice versa; did the point of contact change; did the contact numbers or email change; did the requester ask for Spanish and then change it to English).
- f. One week prior to the training event, the trainer will send a confirmation email to the point of contact confirming the training with an attached copy of the trainer's work biography. If multiple trainers are involved in the event, one trainer should send the confirmation. A copy of all of staff bios is available on the F: drive in the Speaker's Bureau sub folder labeled Bios.

C. REFERENCES

None

D. REVIEWS/REVISIONS

Revision 2: 1/29/2009

Revision 3: 4/14/2011 – Removed attachments per new uploading procedures. Attachments will be provided as necessary.

Reviewed: 9/13/2011

Reviewed: 9/01/2012

Revision 4: 10/15/2015 – Updated paragraphs A, B and D.

Reviewed: 1/04/2019

Reviewed: 1/15/2020

Revised: 2/08/2021 – Minor revisions.

Reviewed: 2/18/22