

CULTIVATING HEALTHY COMMUNITIES



Now I Get It!!

Getting more from your staff training

Kat Morgan, Presenter
Mary Peabody, Session moderator

February 1, 2011





Welcome!

- Orientation to our meeting room
- Please enter your email address
- Session is being recorded
- Recording and supplemental materials available on our website

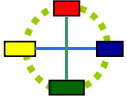




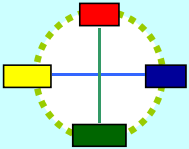
WELCOME!


Kat Morgan




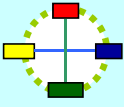
Now I Get It!
Getting More from Staff Training



AGENDA
Why bother?
Self Assessment
Kolb's Learning Cycle:
4 Learning Modes &
Training Applications
Q&A



When training doesn't fit the way I learn, I...




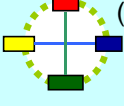
What is the primary way you train staff?

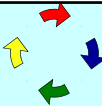
A. They are **observed & given feedback** by someone with experience (coach)

B. They **observe** (shadow)

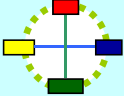
C. They **read** (written materials, manual)

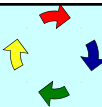
D. They **hit the ground running** (baptism by fire)





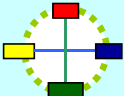
Why bother?






Because...

- Positive
- Retention
- Performance
- Savings
- Morale

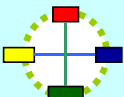


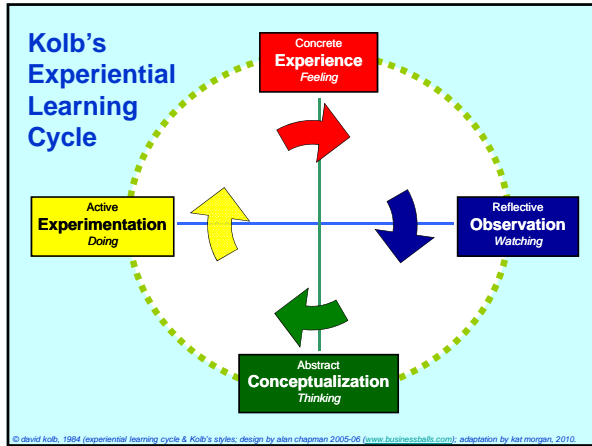


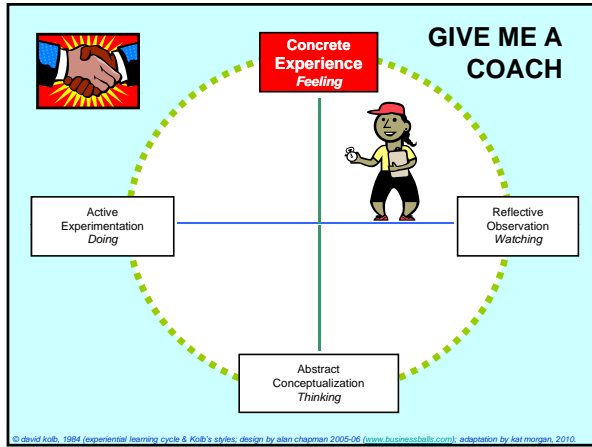
Self Assessment

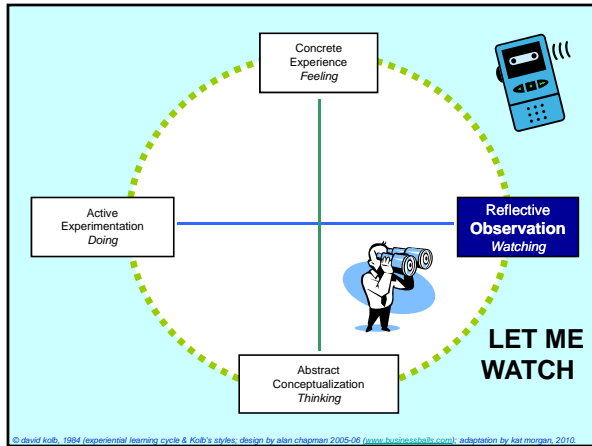
A friend gives you a car with a **standard transmission**. You've drive but **don't know** how to drive a **stick-shift**. To learn, which approach would you prefer?

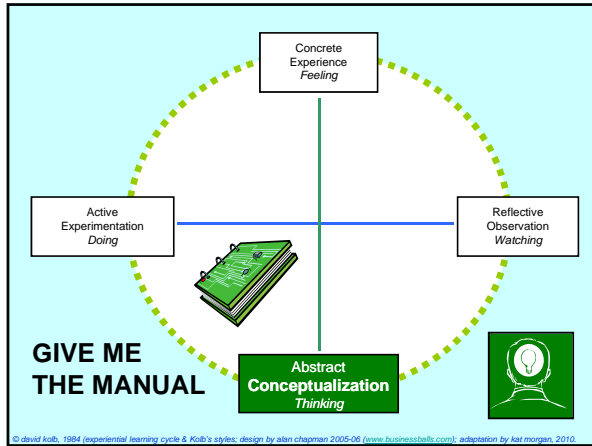
- A. "Give me a **patient instructor**"
- B. "Let me **observe**"
- C. "Give me the **manual**"
- D. "Give me the **keys**" (DIY)

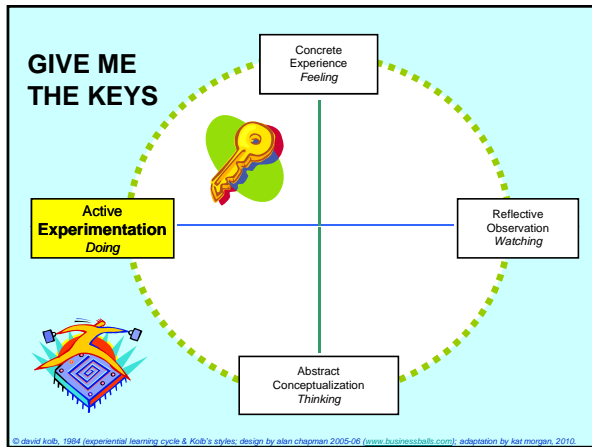


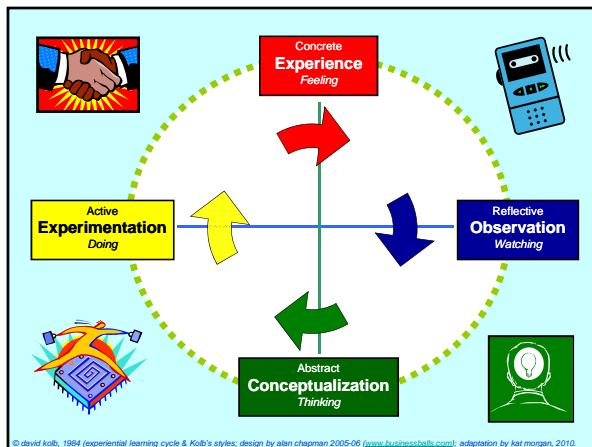







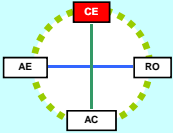








SELF REPORT: Concrete Experiencers

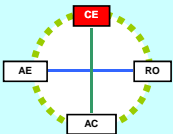
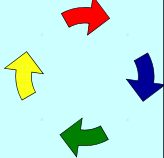


Concrete Experiencers (feelers)

- Quick Intro Overview
- Dual ownership of Learning student+teacher process
- Positive Feedback
- Freedom to learn from own mistakes
- Trust in competence of instructors
- Know it? Show me.

Concrete Experience

Specificity
People
Feelings
Interactive process
Peers/Teams

Training Ideas for Concrete Experiencers




Training Ideas for Concrete Experiencers

Welcome
People
Interviews
Buddy
Time
Coach
Feedback

Reflective Observation

Consideration
Meaning
Multiple perspectives
Reserve judgment
Time

SELF REPORT: Reflective Observers

REFLECTIVE OBSERVERS

- ① PROVIDE A DEMONSTRATION OR MORE THAN ONCE
- ② OFFER EXPLANATIONS
Q&A → ABSTRACT UNDERSTANDING
- ③ DON'T RUSH ME
- ④ TRY ACTIVITY W/ OBSERVATION
- ⑤ CONTINUED ENCOURAGEMENT THROUGH OUT EXPERIENCE

Training Ideas for Reflective Observers

- Notes
- Debrief
- Q&A
- Time
- Unsolicited information
- Ready?

The diagram shows a square with four nodes: CE (top), AE (left), RO (right), and AC (bottom). A solid blue line connects CE to AE, AE to RO, RO to AC, and AC to CE. A dashed green circle surrounds the square. Three curved arrows (yellow, red, green) point clockwise around the square.

Other Ideas for Training Reflective Observers?

The diagram is identical to the one in the first slide, showing a square with nodes CE, AE, RO, and AC, a dashed green circle, and three curved arrows.

Abstract Conceptualization

1. Ideas
2. Systematic
3. Logical analysis
4. Models
5. Structure
6. How

The diagram is identical to the previous slides, but the AC node at the bottom is highlighted with a green background.

Training Ideas for Abstract Conceptualizers

1. Big picture
2. Expertise
3. Written materials
4. Role switch
5. Analysis
6. Research
7. Revisions

SELF REPORT: Abstract Conceptualizers

Your Ideas for Training Abstract Conceptualizers

Training Ideas for Active Experimenters

SELF REPORT: Active Experimenters

Active Experimenters

- Clear goals/expectations - with deadlines/time lines
- Help + resources available - who/when/where

Active Experimentation

Action

ABILITY

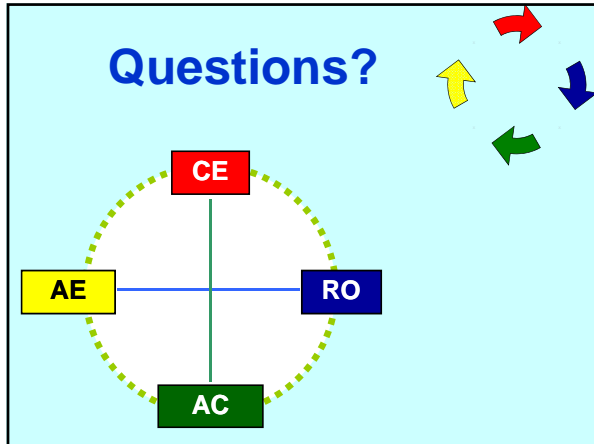
Risks

Trial & error

VARIETY

Pilots

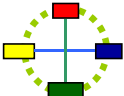

SPONTANEITY



THANK YOU!

You don't understand anything until you learn it more than one way.

~Marvin Minsky

Wrap Up!

- Evaluation
- Join us next month, 3/1/11, 11:00am
 - *Charting a Course for Selection, Support, and Retention of Effective Board Members*
- To learn more...
 - katmorgan13@comcast.net (learning styles/training)
 - Mary.Peabody@uvm.edu (enhancing capacity; program ideas)
 - lmjones@uvm.edu (Lindsay) (more info or upcoming webinar topics or getting on our contact list)

