



# Orientation and Training– Review and Networking About Interventions

---

*January 21, 2005*

*Illinois Direct Support Initiative*



# Agenda

---

- Welcome introductions
- Follow up on last training session
  - Redesign of the training session today
  - CDS customization
  - Technical assistance calls
  - RJP customization
  - Individual or technical difficulties – use breaks to talk to project staff
- CFS course #2 – Orientation and Training
- Lesson #1 – Understanding Training (small groups)
- Lesson #2 – Choosing Training Topics (small group)
- Lesson #3 – Choosing Training Methods (small groups)
- Lesson #4 – Understanding Employee Assessment (small groups)
- Lesson # 5 – Orientation Practices (small groups)
- Feedback and Planning for Next session



# Comprehensive Project With a Two-Pronged Approach

- Steering Committee
  - IL comprehensive workforce development plan
- Organizations
  - Agency intervention plan

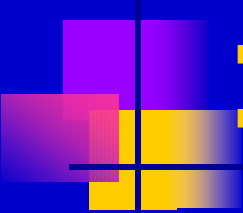


Any Important Announcements  
About IL DSP Workforce Issues?

# Assumptions We've Made About Today's Training

- That you all are here because you are motivated to make some changes in your organization regarding DSPs
- That EACH of you has gone through and digested the content on each page of the second course of the CFS – Orientation and Training
- That each of you understands that the primary way in which you are to learn the new content and information about interventions is through the CFS courses that you complete
- That each of you were involved in the development of at least one portfolio work sample
- That you all have different learning styles and are aware that other's styles likely differ from your own

# Expectations We Have of YOU!

- 
- That you stay focused in your small groups
  - That you be reflective of your own practices
    - This is NOT just about telling everyone here everything you do great
    - This IS about seriously reflecting on what your organization does and how you could do those things differently or do something new/different that will make DSPs come to your organizations and stay.
    - This is about critically analyzing your own organization
    - This is about networking and sharing ideas and concepts
    - This is about challenge your own thinking and that of the others in your small groups
  - That you move beyond what you already know (you comfort zone), to “stretch” yourself and work to consider and discuss new concepts or strategies and interventions that you don’t know much about or that you have not yet used at your organization
  - That you complete the assignments including every item on the work sheets that your small groups will be assigned

# CFS Course #2: Orientation and Training – Main Interventions

## Lesson # 1 Understanding Training

- Take the CHALLENGE to Identify your Training Challenges
- Use Competency-Based Training Cycle to Help Determine if and how well your Training relates to Performance
- Assess how Effective your Training Practices are
- Survey your Training to Assess What Roles FLS Play in Training

## Lesson # 2 Choosing Training Topics

- Survey Formal Training Program to Assess for Fit
- Conduct Job Analyses of FLS and DSP positions
- Survey Training Program-Meet new Service Paradigm?
- Assess How Well Supervisors Help DSPs Identify Their Individual Training Needs and to Find Good Training

# CFS Course #2: Orientation and Training – Main Interventions

## Lesson # 3 Choosing Training Methods

- Design and Use Survey to Identify Individual and Group (DSP, FLS, Mgr) Employees Training Needs
- Complete a "Costs of Training Program" Assessment
- Assess all Training Courses for Adherence to Adult Learning Styles and Principles, Multi-Modal, and Use of Effective Training Practices Use Intentional Learning Practices and Contracts
- Use the College of Direct Support and other Learning Distance and Computer-Based Training Formats
- Use Professional Development Opportunities

## Lesson # 4 Understanding Employee Assessment

- Redesign Job Descriptions (FLS+DSP) using Standardized (CSSS, CRSS, FLS) or Customized Job Analyses.
- Develop Employee Assessment Methods for Pre-Training Activities, Training Events, and Post-Training Applications
- Develop Competency-Based Training Program using the Competence-Based Training Model
- Begin Using Current OJT and Portfolio Assessments in CDS and CFS courses and Move to a Hybrid Model that Uses Current with Modifications that fit Your Organiz.





# CFS Course #2: Orientation and Training – Main Interventions

## Lesson 5 Orientation Practices

- Use New Staff Survey (aka “30 day” or “New Hire”) to determine How Well organization has been meeting the expectations of the new employee and how satisfied the employee is with the new job.
- Create a set of “WELCOME” gifts and activities to help new worker feel More Comfortable and Less Stressful, and to Socialize the employee into Your Culture.
- Develop a Job Shadowing Program for New Employee for One or Two weeks (or longer if needed)
- Design and Develop a Mentoring Program to help New DSP/FLS connect better to Job Expectations, Work Site Informal and Formal Practices and Organization Culture



# Orientation and Training – WHO'S involved and what are their roles?

- HR
- Training Director
- Managers/Administrators
- Program Staff
  - Managers
  - Supervisors
  - DSPs



# Lesson#1 Understanding Training

## Main Points and Interventions

- Take the CHALLENGE to Identify your Training Challenges
  - -Right Things: Community inclusion, Person-Centered, Choice, Self-Determination
  - -Right People: Gen X+Y, Immigrants, seniors, faith-based, high school
  - -Right Skill Sets: Independent decisions, Creative prob solving, Critical thinking
- Use Competency-Based Training Cycle to Help Determine if and how well your Training relates to Performance
- Assess how Effective your Training Practices are
  - -Competency-Based
  - -Interactive, Multi-modal
  - -Just-In-Time
- Survey your Training to Assess What Roles FLS Play in Training

# Small Group Activity – Lesson#1

## Understanding Training



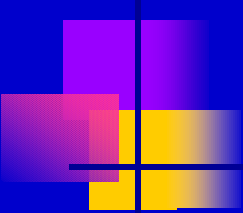
- What did you personally learn new or different from this lesson?
- How are you going to use that new info in your job?
- What are you going to change or do differently in your organization as a result of this information?
- How do the work samples that you developed relate to the interventions you've discussed in this lesson?



# Lesson #1 - Understanding Training : Group report

- What did people in your group learn that was new or different?
- What are their reported ideas about how they will or should do things differently in their organization as a result of the training?
- Describe any unique or creative aspects of portfolio work samples shared in your group.

# Lesson#2 - Choosing Training Topics: Main Points and Interv

- 
- **Survey Formal Training Program to Assess if it is:**
    - -Mandate-Oriented
    - -Tied to Organization's Mission/Vision/Values
    - -Focused on Outcomes for Meeting Needs of Individuals
  - **Conduct Job Analyses of FLS and DSP positions to help:**
    - -Develop Job Descriptions
    - -Conduct Performance Reviews
    - -Identify Training Needs and Topics
  - **Survey Training Program to See if Learning is:**
    - -Focused on the Skill Areas needed to Support the New Service Paradigm—The Community's Capacity to Fully Include Citizens with Developmental and other Disabilities
  - **Assess How Well Supervisors Help DSPs Identify Their Individual Training Needs and to Find Good Training**

# Small Group Activity – Lesson#2

## Choosing Training Topics

- What did you personally learn new or different from this lesson?
- How are you going to use that new info in your job?
- What are you going to change or do differently in your organization as a result of this information?
- How do the work samples that you developed relate to the interventions you've discussed in this lesson?

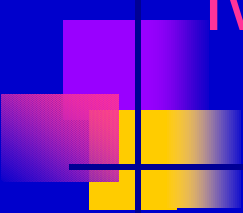


# Lesson #2- Choosing Training Topics : Group report

- What did people in your group learn that was new or different?
- What are their reported ideas about how they will or should do things differently in their organization as a result of the training?
- Describe any unique or creative aspects of portfolio work samples shared in your group.



# Lesson#3: Choosing Training Methods - Main Points and Interv

- 
- Design and Use Survey to Identify Individual and Group (DSP, FLS, Mgr) Employees Training Needs
  - Complete a “Costs of Training Program” Assessment
  - Assess all Training Courses for Adherence to Adult Learning Styles and Principles, Multi-Modal, and Use of Effective Training Practices (*Hint: Use the Assessment in back of the CDS Brochure*)
  - Use Intentional Learning Practices and Contracts
  - Use the College of Direct Support and other Learning Distance and Computer-Based Training Formats
  - Use Professional Development Opportunities
    - -Self-Organized and Directed
    - -Supported by Supervisor and Organization

# Small Group Activity – Lesson#3: Choosing Training Methods



- What did you personally learn new or different from this lesson?
- How are you going to use that new info in your job?
- What are you going to change or do differently in your organization as a result of this information?
- How do the work samples that you developed relate to the interventions you've discussed in this lesson?



# Lesson #3- Choosing Training Methods : Group report

- What did people in your group learn that was new or different?
- What are their reported ideas about how they will or should do things differently in their organization as a result of the training?
- Describe any unique or creative aspects of portfolio work samples shared in your group.

# Lesson #4 - Understanding Empl.

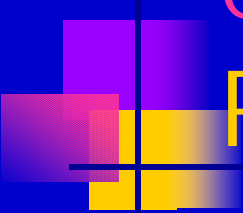
## Assess.: Main Points & Interv

- Redesign Job Descriptions (FLS+DSP) using Standardized (CSSS, CRSS, FLS) or Customized Job Analyses.
- Develop Employee Assessment Methods for Pre-Training Activities, Training Events, and Post-Training Applications
- Develop Competency-Based Training Program using the Competence-Based Training Model
- Begin Using Current OJT and Portfolio Assessments in CDS and CFS courses and Move to a Hybrid Model that Uses Current with Modifications that fit Your Organiz.



# Small Group Activity Lesson #4 - Understanding employee assessment

- What did you personally learn new or different from this lesson?
- How are you going to use that new info in your job?
- What are you going to change or do differently in your organization as a result of this information?
- How do the work samples that you developed relate to the interventions you've discussed in this lesson?

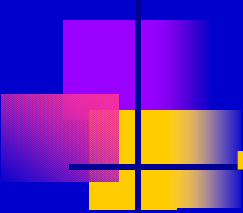


# Lesson #4 - Understanding employee assessment: Group Report

- What did people in your group learn that was new or different?
- What are their reported ideas about how they will or should do things differently in their organization as a result of the training?
- Describe any unique or creative aspects of portfolio work samples shared in your group.

# Lesson #5 - Orientation

## Practices: Main Points and Interv

- 
- Use New Staff Survey (aka "30 day" or "New Hire") to determine How Well organization has been meeting the expectations of the new employee and how satisfied the employee is with the new job.
  - Create a set of "WELCOME" gifts and activities to help new worker feel More Comfortable and Less Stressful, and to Socialize the employee into Your Culture.
  - Develop a Job Shadowing Program for New Employee for One or Two weeks (or longer if needed)
  - Design and Develop a Mentoring Program to help New DSP/FLS connect better to Job Expectations, Work Site Informal and Formal Practices and Organization Culture

# Lesson # 5 - Orientation

## practices: Small Group Activity

- What did you personally learn new or different from this lesson?
- How are you going to use that new info in your job?
- What are you going to change or do differently in your organization as a result of this information?
- How do the work samples that you developed relate to the interventions you've discussed in this lesson?



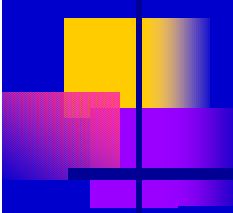


# Lesson #5 - Orientation practices: Group Report

- What did people in your group learn that was new or different?
- What are their reported ideas about how they will or should do things differently in their organization as a result of the training?
- Describe any unique or creative aspects of portfolio work samples shared in your group.

Concluding Thoughts?

Feedback?





# Homework Assignment for Next Training Session

- Complete Course #3 CFS – Fueling High Performance
  - Competency based training
  - Employee development
  - Teamwork
  - Performance coaching
  - Employee participation, motivation and recognition
- Complete one portfolio work sample for 3/5 lessons (ensure w/in organization one is developed for each lesson)

# Dates to Remember

## Next Training Follow Up Sessions

- Thursday Feb. 24<sup>th</sup> 10 – 4
- Thursday March 17<sup>th</sup> 10 – 4

## Next Steering/Advisory Committee

- Wednesday March 16<sup>th</sup> 10 - 1
- Schedule TA calls if they are not already set up



QUESTIONS/COMMENTS?