

*Welcome*

to the

State of Connecticut

Train-the-Trainer Certificate Program

March-October, 2014

Cohort 5



# Train the Trainer



## Welcome and Introductions

- Maureen Evelyn, CTDN Chair
- Sue Baillargeon & Deana Giordano, Co-Chairs TtT
- Other TtT Facilitators



# Train the Trainer

## Module 1-Program Introduction & Overview

Your Facilitators for today:

**Susan Burton**

Connect-Ability Staffing Services-DORS

&

**Pam Heath-Johnston**

UConn-Human Resources OSD

# Learning Objectives



- Describe the format of the T-the-T Certificate Program and identify two requirements with the facilitators' guidance.
- Define the term competency and list two basic training competencies as identified in the Foundational Competency Assessment with assistance from participants.

# Learning Objectives

- Differentiate between areas of expertise and roles for learning and performance professionals and explain at least two of each with the facilitators' guidance.
- Create an individual development plan with at least two SMART goals using the results of either your "Foundational Competencies Self Assessment" or your Train-the-Trainer Self-Assessment.

# Overview of Program

- Certificate Program
- Expectations - Yours and Ours
- Attendance
- Housekeeping



# Ground Rules

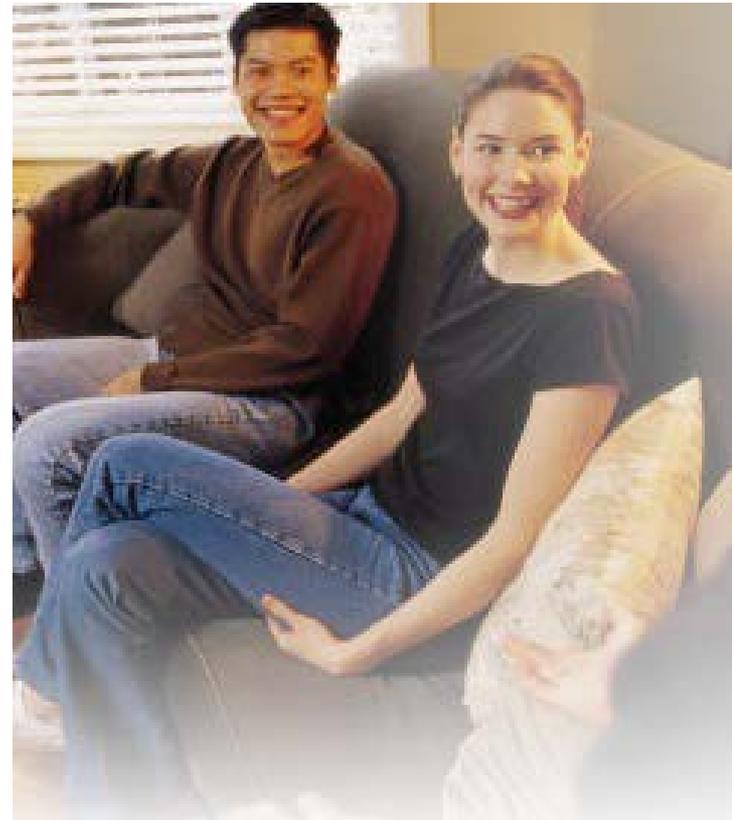
How do you want the group to operate today and throughout the CTDN Train-the-Trainer Program?

- Environmental
- Behavioral



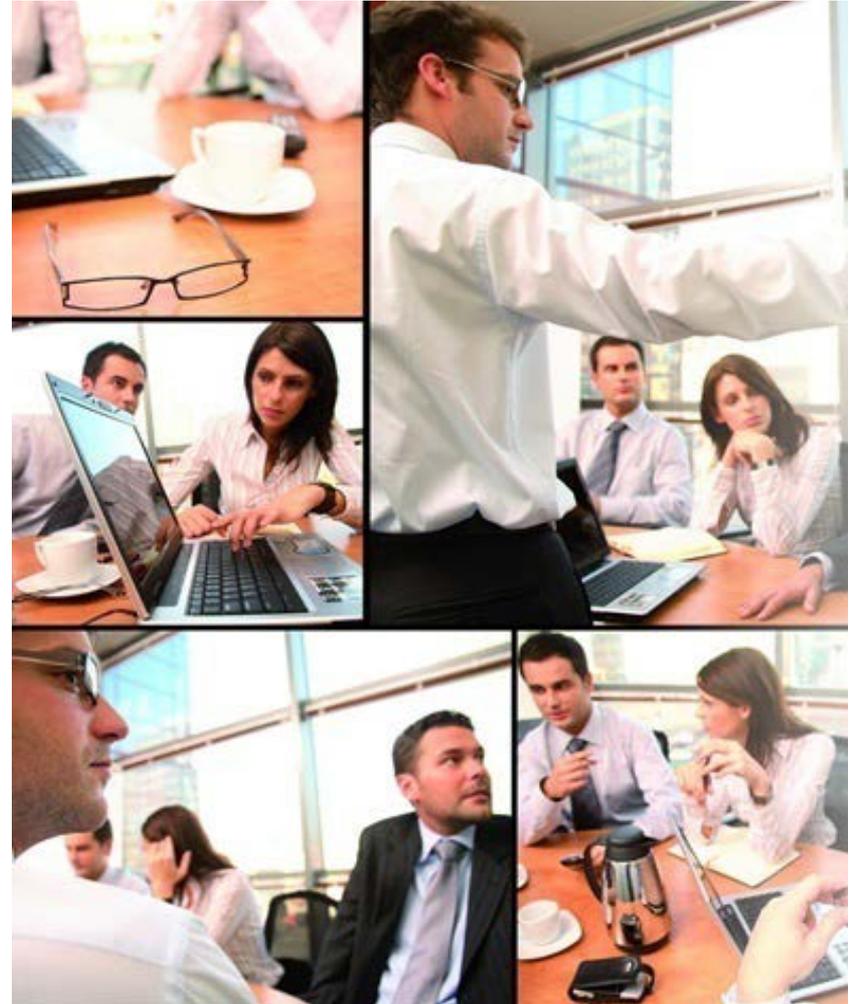
# Getting to Know You

- Icebreaker
- Introductions
  - Name
  - Agency
  - Project Topic



# Benefits of Train-the-Trainer

- Why take this program?
- What's in it for your agency?
- Application to public sector



# Competency Introduction Exercise

- How do you define "competency?"
- What competencies does a training/learning and performance (LP) professional need to possess for success?

# Competency Overview

- Defines the profession - strategic contribution to performance improvement (vs. training)
- Guidelines for what we need to be successful
- Broad - cover all learning and performance (LP) jobs

# Competency Overview

- Specific - requirements for some jobs in LP profession
- Comprehensive resource for individual development for all levels of professionals
- Knowledge and skill areas
  - Competencies, Areas of Expertise, and Roles

# Basic Competencies

- Knowledge, skills, abilities, behaviors, and personal characteristics needed for successful performance
- Some level of expertise is needed for job success
  - Interpersonal
  - Business Management
  - Personal

# Interpersonal Competencies

- Building Trust
- Communicating Effectively
- Influencing Stakeholders
- Leveraging Diversity
- Networking and Partnering

# Business Management Competencies

- Analyzing Needs and Proposing Solutions
- Applying Business Thinking
- Driving Results
- Planning and Implementing Assignments
- Thinking Strategically

# Personal Competencies

- Flexibility (adaptability)
- Personal Development

# Areas of Expertise Overview

- Specific technical/professional skills and knowledge
- Most LP professionals - expertise in more than one area of expertise (vs. specialist)

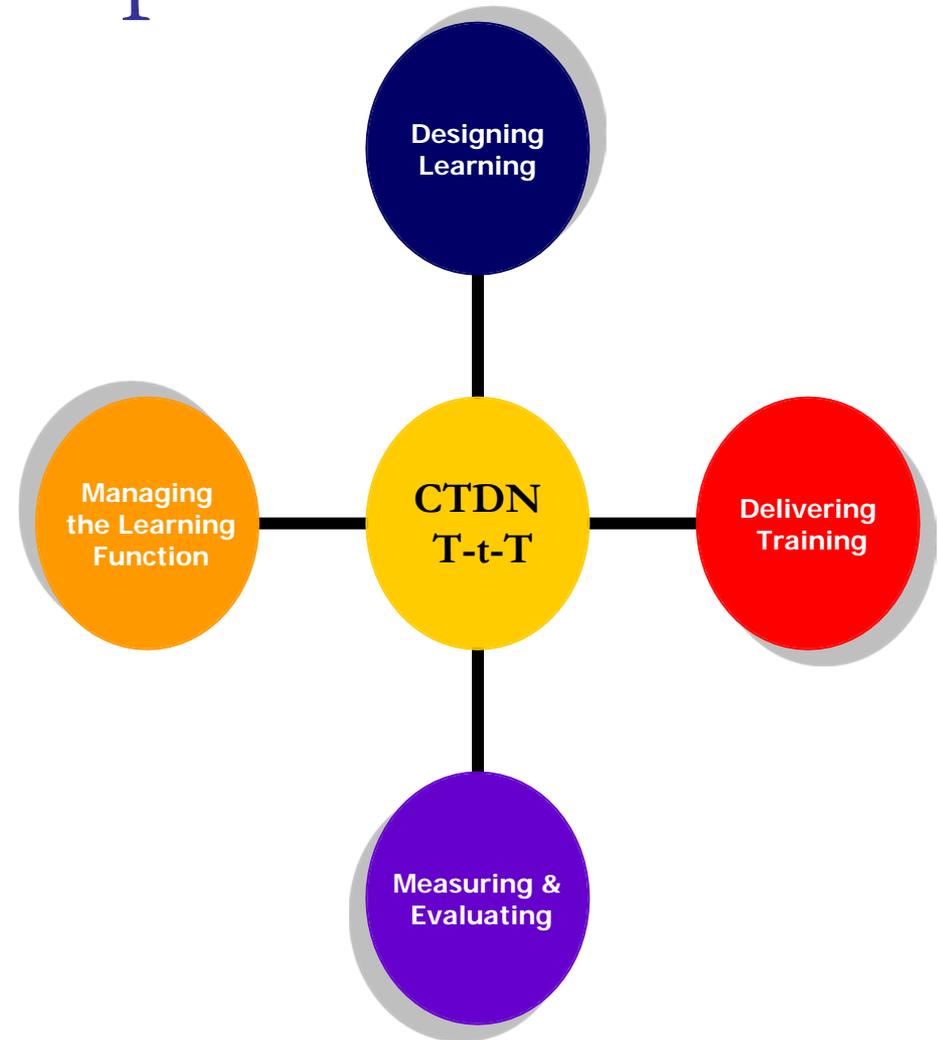
# Areas of Expertise Overview

- Supplement the basic competencies
- All rely on specialized technology
  - Web-based training or on-line coaching to support skill/knowledge

# Areas of Expertise

## CTDN Train-the-Trainer Focus Areas

- Designing Learning
- Delivering Training
- Measuring and Evaluating
- Managing the Learning Function



# How Did You Do?



# Your Trainer IQ

## Candid Conversations







# Four Roles



- Learning Strategizer
- Business Partner
- Project Manager
- Professional Specialty Expert



Not the same as job title-more flexible

Wearing different hats



## What roles do you play?

# Trends Affecting Training

1. We're On-line and We're Mixing It Up!
2. WBT and LMS - Only an Alphabet Away
3. Our Changing Face

# 1. On-line and Mixing It Up

- On-line learning
- Blended learning
  - Face to face and online
- U-tube, Facebook, Blogging
- Tweeting
- Gaming
- Wikipedia-Google-Credibility
- Multi-media usage



## 2. WBT and LMS

### Web Based Training

- Many Benefits and Pitfalls
- Knowing its place and monitoring will be key

### Learning Management Systems

- Can be key to make WBT work as well as other training mediums

# 3. Our Changing Work World

- Telecommuting or part-time workers (Monitoring issues, Productivity issues, Burn-out - quality of life)
- We're Shrinking (Global communication technology, Offshore outsourcing & Information Sharing)



### 3. Our Changing Face - Continued

- New workforce (Workplace diversity, new values, lifestyles, motivation, highly-skilled workers, temporary workers, aging workforce, performance consulting, personal development plans)
- Safety and Cost
- Compliance



# Looking at the “Big Picture”

## ■ Benefits of Competency Models in Training and Development Systems

- Highlights KSAs and behaviors with most impact on effective performance
- Assures training opportunities are relevant to business goals and long-term view of agency's needs
- Ensures cost-effective use of training funds
- Provides template for feedback and coaching in development discussions

# Learning and Performance Improvement Functions

- Delivering Training
- Designing Learning
- **Coaching**
- **Career Planning and Talent Management**

\* Focus primarily on learning/development solutions as means to improving performance

# Learning and Performance Strategic Functions

- **Facilitating Organizational Change**
- **Improving Human Performance**
- **Managing Organizational Knowledge**
- **Managing the Learning Function**
- **Measuring and Evaluating**

# Traditional Functions

- HR
- Diversity and Equity
- Finance
- Sales
- IT
- Labor and Employee Relations
- Marketing/Public Relations
- Legal
- Customer Service/Service Centers

# Your Project

- Project Guidelines-Handout
- Mentoring =Your Supervisor, TtT Facilitator

# What Can You Do?

## Individual Development Plan



# Accessing the CTDN website

The screenshot shows the CTDN website homepage. At the top, there is a header with the 'CT.gov State of Connecticut' logo on the left, the Governor Dannel P. Malloy logo in the center, and a 'Search' button on the right. Below the header is the main navigation bar with the 'ctdn' logo and the text 'CONNECTICUT TRAINING & DEVELOPMENT NETWORK'. The navigation menu includes links for 'Home', 'About Us', 'Programs & Services', 'Publications', 'Forms', and 'Contact Us'. On the left side, there is a sidebar with a list of links: 'Join the Network', 'Conferences and Meetings', 'Training Tools', 'Featured Links', and 'Other Resources'. Below these links are several promotional tiles: 'January 2011 Calendar', 'Receive Updates by e-mail e-ALERTS', 'Regulations of CT State Agencies', 'access health CT', 'VETERANS ct.gov', and 'Connecticut Recovers'. The main content area features a large group photo of network members with a 'Welcome' text overlay and a 'Welcome!' graphic. Below the photo, there is a paragraph of text: 'The Connecticut Training & Development Network is dedicated to being a resource for government professionals who work in and manage the staff and organizational development for Connecticut state agencies. We invite you use this site as a resource to enhance your professional development.' This is followed by a section titled 'A Brand New Year' which announces Maureen Evelyn as the new chairperson. Below that is a 'Meeting Schedule' section with a link to 'Learn More'.

# What We've Learned

## Recap of Our Day

- Basic Competencies & Specialty Areas
- Roles
- Trends
- Technology
- Business Impact



# Thank You

*Thank you for attending this training and sharing your thoughts, ideas and insights with us today.*

*We were all teachers and learners.*



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