



NATIONAL ADULT PROTECTIVE
SERVICES ASSOCIATION

BEST B. E. T.S
(BASIC ESSENTIAL TIPS)
FOR NEW TRAINERS
(AND OLD)

Introductions

Trainers/Facilitators

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Honolulu, Hawaii

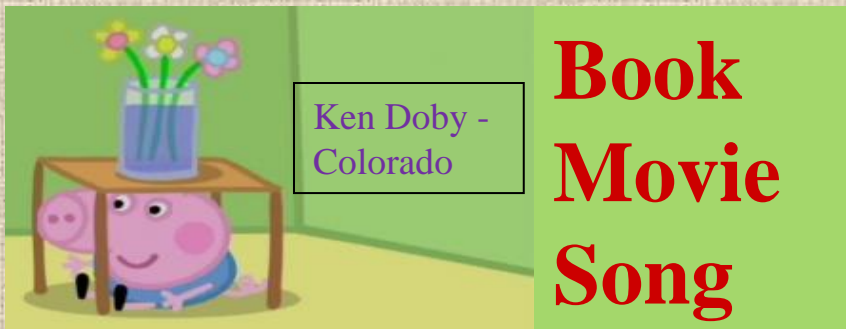
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CHAT



**Use
Chat to
enter
What
State or
Country
are you
from?**

POLL

WHO DO WE HAVE WITH US TODAY?

- Adult Protective Services
- Criminal Justice Professionals (Law Enforcement, DA, Judges)
- Health Care Professionals (Home Health, Hospitals, etc)
- Domestic Violence & Sexual Assault Professionals
- Professionals and Volunteers in the Aging Services Network

POLL

How Much Training do you do?

- I am a full time trainer/curriculum developer.
- I train part-time but have other duties as well.
- I training is only a small portion of what I do.
- I don't train at all but am interested in doing so
- I'm only in this workshop because Laurie & Paul are a lot of fun

Objectives

- Participants will:
 - participate in some Transfer of Learning exercises.
 - learn a few basics of adult learning theory to help them in future training development.
 - be provided 3 adult learning techniques for setting up the learning environment.
 - engage in and learn, fun activities for giving the brain a break.
 - have the opportunity to share Tips from their trainings.

I do, you watch

I do, you help

You do, I help

You do, I watch

CHAT

Topics

You Train?

Put in Chat a topic you train

OPENERS & CLOSERS

CHAT

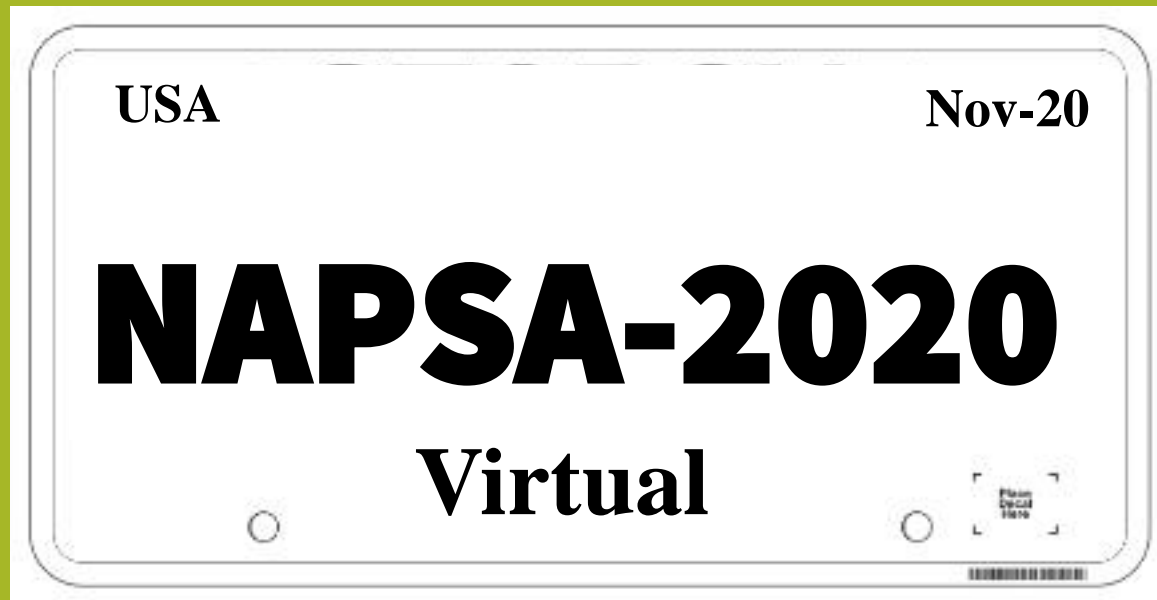


“A Story to Tell”

Handout #1

Ken Doby, Colorado

License to Learn



License to Learn

Nov-20

L&P4APS

Hawaii

Oklahoma

SUPER HERO



Super Power

What do Training Programs Look Like?

Structured	VS	Non-structured
Strict Timeline		No Timeline
Supervisor as Trainer		Peer-to-Peer Training
Established Curriculum		Eclectic Approach

Participants Types

- Vacationers
- Students
- Prisoners

CHAT

Write your answer(s) into the chat box



**“Are there any of
these qualities that
those we provide
training for,
want to see in us?”**

Professional Trainer
or
SME (Subject Matter Expert)

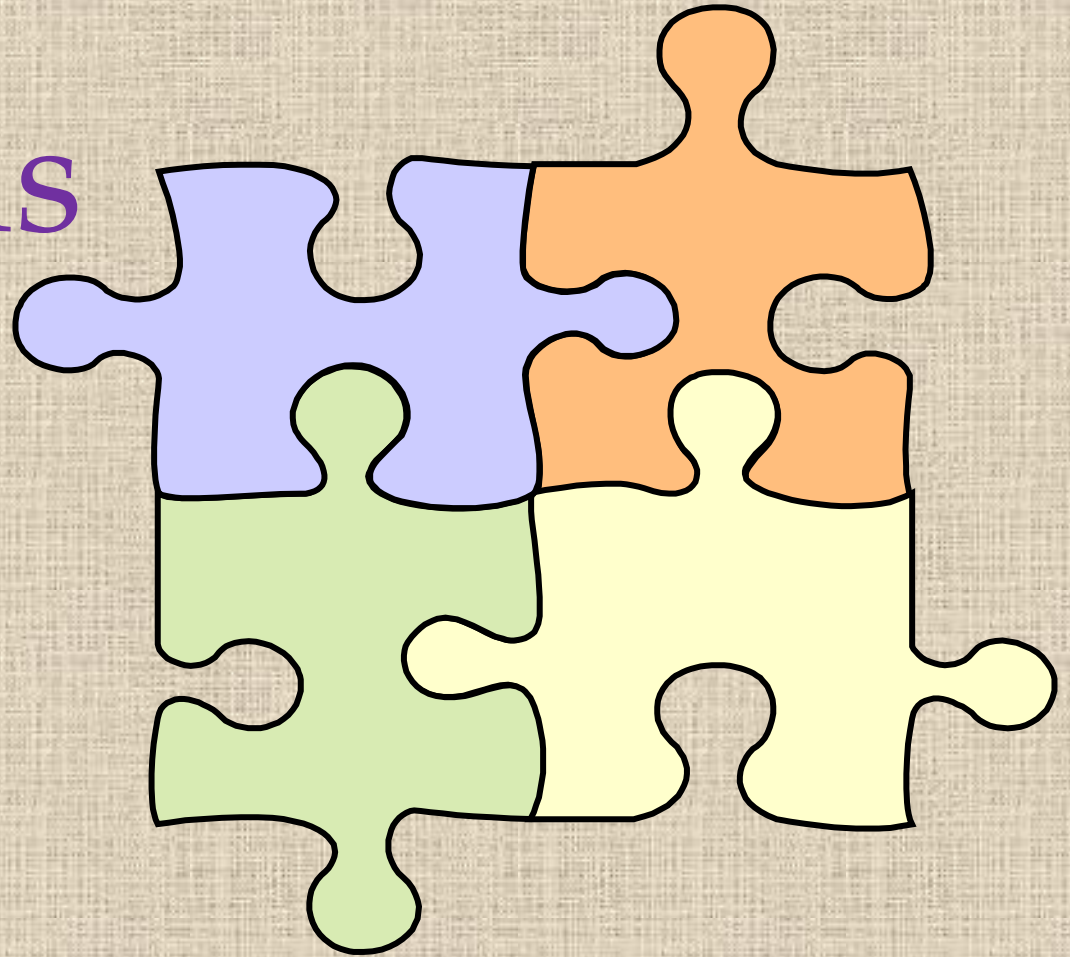
Which one are you?

Take Breaks

- ▣ Take them often
- ▣ Empower the participants
- ▣ Use soft non stressful music during breaks

Mini Mental Breaks

▣ Wuzzels





Wuzzles

Adult Learning Theory- 101

Unconscious

Incompetent

Conscious

Competent

Conscious

Incompetent

Unconscious

Competent

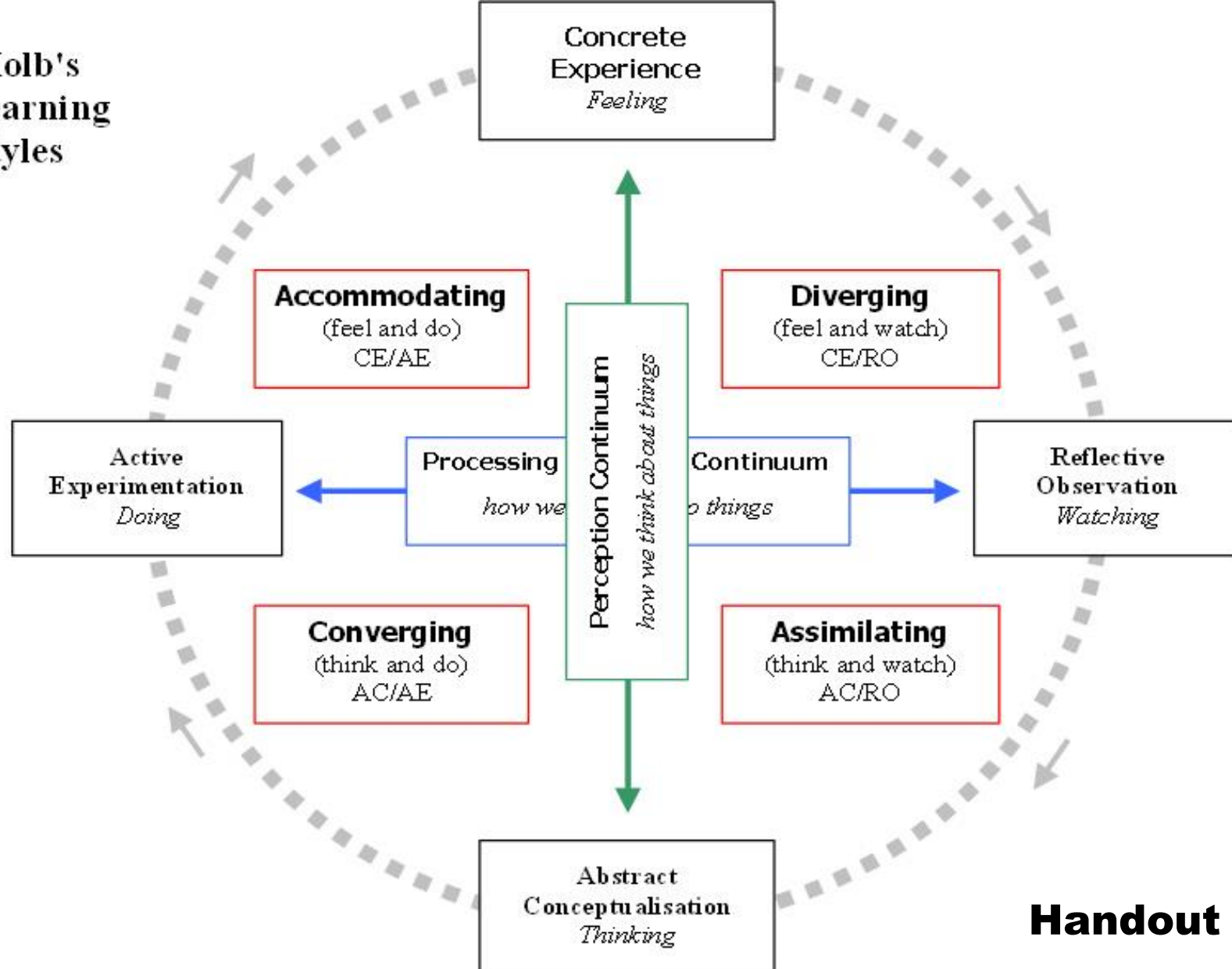
*I hear and I forget
I see and I remember
I do and I understand*

Buddhist quote



Handout #3

Kolb's learning styles



Handout #4

Characteristics of Each Style

Accommodating -

Getting Things Done
Leading
Taking Risks
Initiating
Being Adaptable
Being Practical

Diverging -

Being Imaginative
Understanding People
Recognizing Problems,
Brainstorming
Being open-minded

Converging -

Solving problems
Making Decisions
Reasoning
Defining Problems
Being Logical

Assimilating -

Planning
Creating Models
Defining Problems
Developing Theories
Being Patient

Principles of Adult Education

- ▣ Adults are
 - goal-oriented
 - Problem centered
 - Relevancy
 - Need to be engaged
 - Choose to learn

The Adult Learning Theory - Andragogy - of Malcolm Knowles

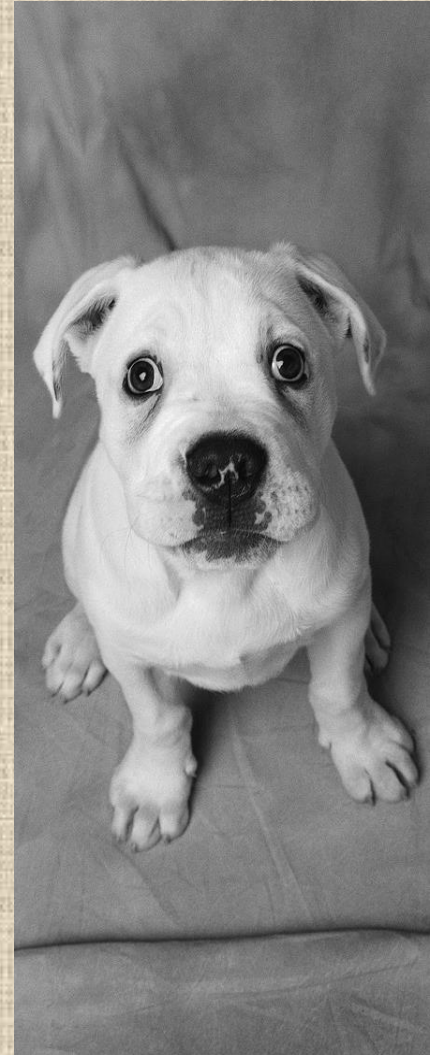
- ❑ **KNOWLES' 5 ASSUMPTIONS OF
ADULT LEARNERS**

- ❑ **KNOWLES' 4 PRINCIPLES OF
ANDRAGOGY**

Handout #5

Barriers to Adult Learning

- ▣ Fear of making mistakes
- ▣ Non-relevant materials
- ▣ Lack of participation
- ▣ Fear of change
- ▣ Formal atmosphere



Different Learning Styles



▣ Visual



▣ Auditory



▣ Kinesthetic

Handout #6

What Kind of Training Method

*Matches the Different
Learning Styles*

?

Auditory

Visual

Kinesthetic

Handout #7

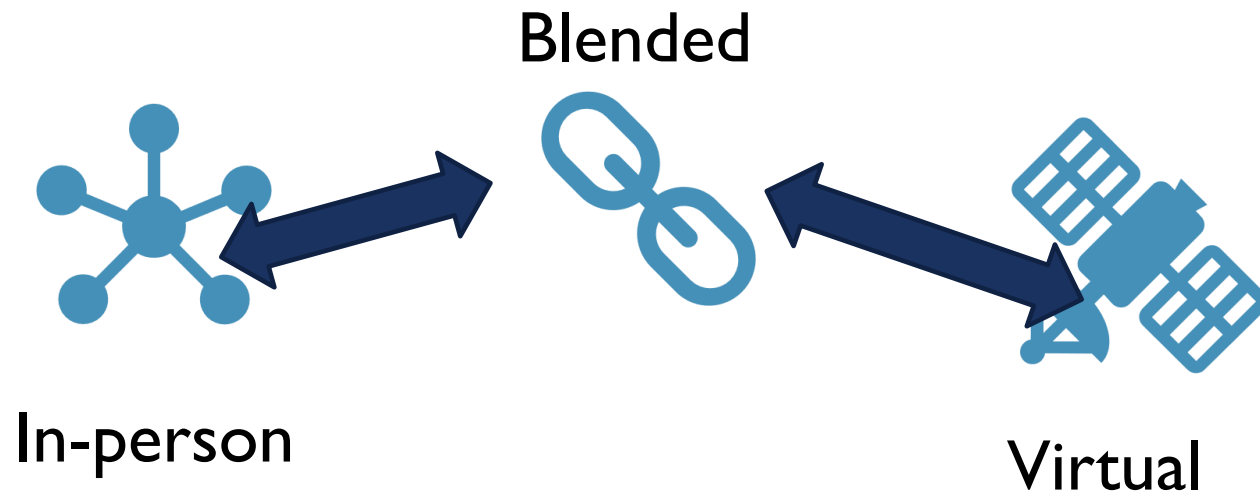
ANALOG VS DIGITAL

E-learning vs Instructor Led Classroom

THE VIRTUAL WORLD OF TRAINING

- **THE VIRTUAL WORLD**
 - **Virtual Classrooms – (ZOOM)**
 - **Webinars**
 - **E-learning Modules**

THE BEST OF BOTH WORLDS – BLENDED LEARNING



Setting the Tone

- Use color for mental stimulus
 - Parachute Cloth
 - Posters with Key Learning Points
 - Props

PROPS

**The more
creative the
better but
they should
always help to
make a point.**





Setting the Mood

- ▣ Check out your equipment!
- ▣ Rounds or Classroom
- ▣ Participants need and want copies of your presentation

Questions

Everyone wants to know!

- ▣ Road Map

- ▣ Agenda

 - Start Times

 - Breaks and Lunch

 - End Times

 - Bathrooms/ smoking

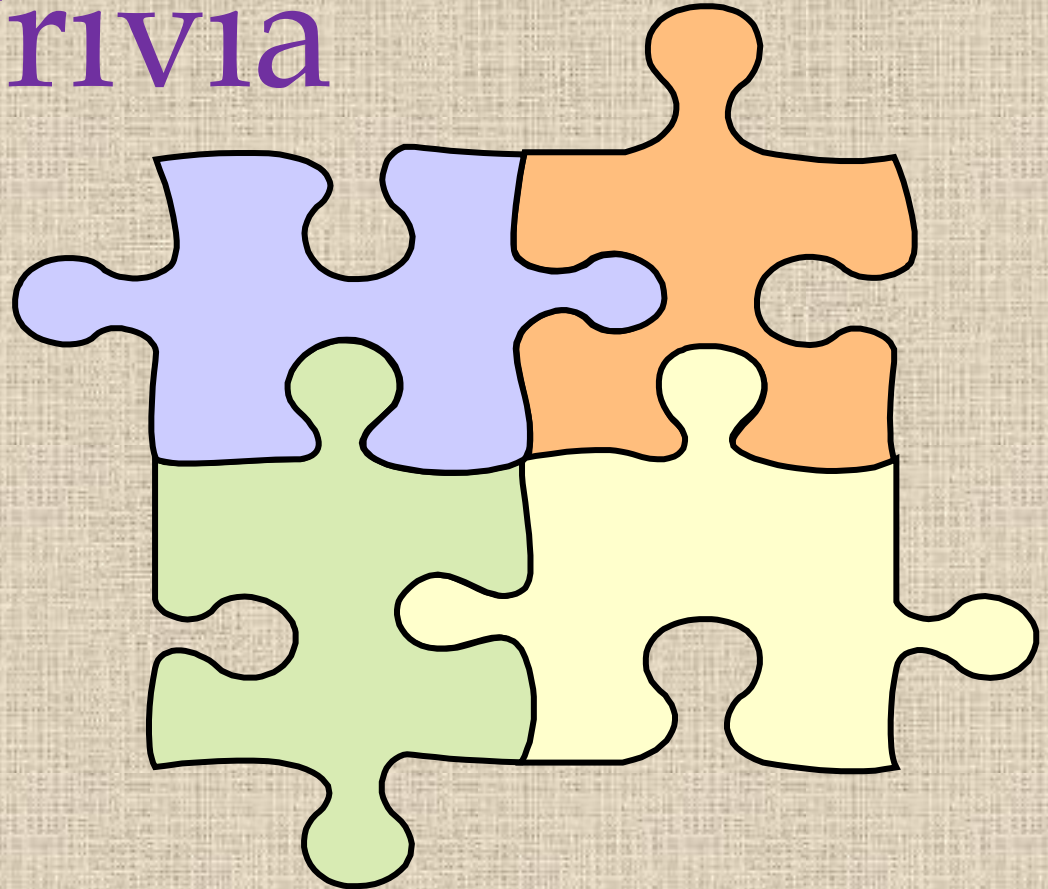
Bob Pike

- ▣ Phones

**Did we mention “Take
Breaks”?**

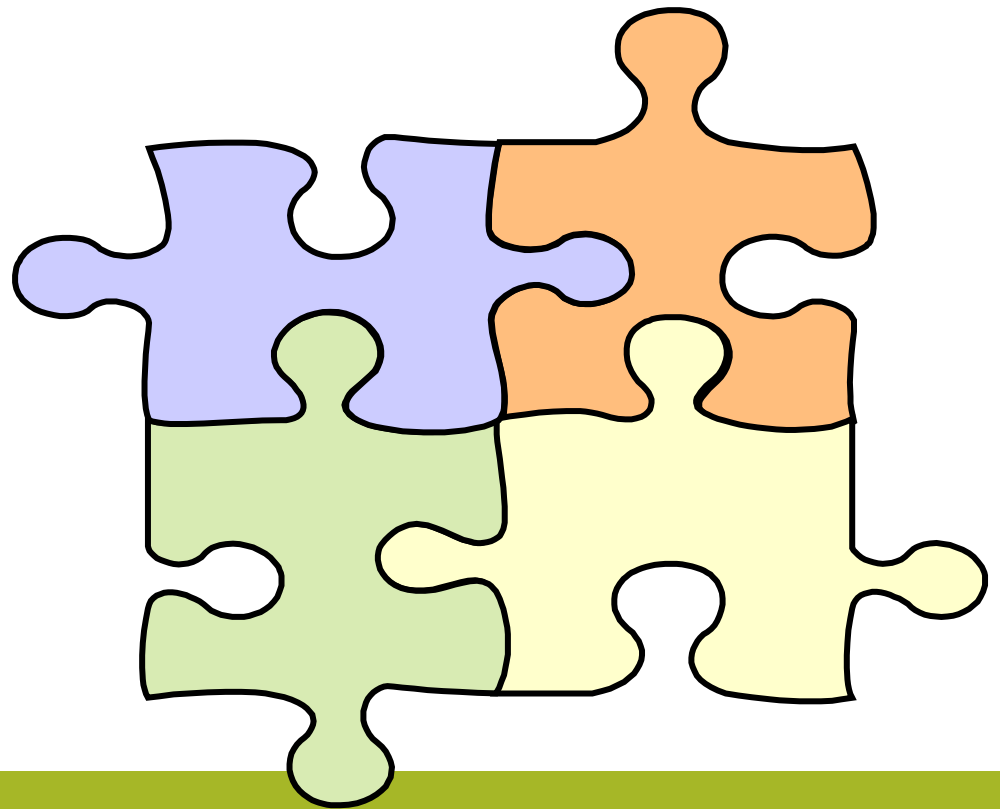
Mini Mental Breaks

▣ Music Trivia



Mini Mental Breaks

- Using Movies for Breaks





Videos and Video Clips

▣ Purpose:

- ▣ topic focused
- ▣ Reiterate training point
- ▣ Length
- ▣ interactive exercise

Story Telling

- ▣ Relevant
- ▣ Short
- ▣ Impactful
- ▣ Interesting
- ▣ Anchor

- **Undue Influence**

"TARGETING"

Superman Returns

Play Video
2Min 33Sec

Emotional Vocabulary

Low Intensity		High Intensity
<u>Fear</u>		
Apprehensive	Afraid	Desperate
Concerned	Alarmed	Overwhelmed
Tense	Anxious	Panicky
Tight	Fearful	Scared
Uneasy	Frightened	Terrified
<u>Sadness</u>		
Apathetic	Abandoned	Crushed
Bored	Discouraged	Depressed
Disappointed	Distressed	Despairing
Discontented	Drained	Helpless
Mixed up	Hurt	Humiliated
Resigned	Lonely	Miserable
Unsure	Lost	Overwhelmed
Unhappy	Sad	Tortured

Reflecting Emotions Activity

- ▣ Listen to the vulnerable adult.
- ▣ Write a statement reflecting his emotion.



Clip #1

CHAT

"So the first thing I knew, I got cracked. I got a black eye. He knocked me on the floor. (From Norman Jr.?) From Norman Jr. I could have signed a complaint then but the thing was, if I signed a complaint I was afraid that when I go home, they are gonna beat me up."

"Elder Abuse: Five Case Studies",
Terra Nova Films

Play Video
17 Sec



Video Clip #3



CHAT

“ If I go back, it will last so long. And then, something will happen again. And maybe they’ll kill me one of these days. I couldn’t say but you never know. I don’t want to see them put in jail. Let ‘em go home with my wife and that’s it. I’ll never go see them no more.”

"Elder Abuse: Five Case Studies",
Terra Nova Films

Play Video
27 Sec



Video Clip #5

CHAT

"It's not like being with your wife and two sons. I don't like to go. I'd rather stay with them until the day I pass away."



"Elder Abuse: Five Case Studies",
Terra Nova Films

Play Video
19Sec

Verbal/Emotional Abuse Dynamics

“Golden Years”

Play Video
5Min 51Sec

Humor to help relate a topic

- **Legal Training**



Play Video
1Min 40Sec

Managing Testing

- ▣ Classroom Performance System -
electronic testing
- ▣ Consistency in test development
 - Scoring
 - Pre and post tests
 - Evaluation of trainer
 - ▣ Were objectives assimilated by participants

CHAT & or
Raise Hand

Reflection

- ▣ Skills

- ▣ Tips

- ▣ Techniques

No budget suggestions

Last Thoughts

- ❑ Don't get defensive... if the audience brings up problems, tell them you'll check it out then do it!
- ❑ If you're uncomfortable, rehearse with someone who can give you feedback.
- ❑ Stick to your time frames - its much easier to talk too long than it is to be too brief. That's why practicing your presentation is important.
- ❑ **LOOK THE PART!** Dress up in something that is comfortable and appropriate!
- ❑ Avoid repetitive hand gestures or body movements if you can... they're more likely to occur if you're uncomfortable. This includes verbal ticks as well. Ie: OK, umm, aah,
- ❑ Take more information than you need. An extra exercise related to the subject matter. A copy of the law and policy plus the Q&A

A Few Last Thoughts

- ▣ Outline your ideas, don't try to script your presentation. Adults....We *do not like* being read to!
- ▣ You need to have a beginning, middle and end to your presentation:
 - ▣ Tell 'em what you're gonna tell 'em
 - ▣ Tell 'em
 - ▣ Then tell 'em what you told 'em!
- ▣ Maintain eye contact
- ▣ SMILE!
- ▣ Have FUN!!!!

I do, you watch

I do, you help

You do, I help

You do, I watch

Don't Get in a Hurry



Play Video
42 Sec

CHAT

**What's One thing you can
take away from this
workshop and use
“tomorrow”?**

Questions?

Here's how you can reach us

Trainers/Facilitators

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Services

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TCS4APS@gmail.com

Mahalo!!!!

From
Laurie
and
Paul



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Videos

- ❑ **“Golden Years” –**
 - ❑ Goldpitt Productions-1994
- ❑ **“Elder Abuse- 5 Case Studies”**
 - ❑ Terra Nova
- ❑ **“Superman Returns” (clip)**
- ❑ **Caltex commercial (w Charles Bud Tingwell)
[2000]**
- ❑ **“My Cousin Vinny” [1992](clip)**