

Classroom Portion of the Effective Training Location Leaders Training Program Instructions/Options

Described below are two options for conducting the classroom portion of the Effective Training Location Leaders Workshop. These options contain suggested agenda items.

The first option presents an agenda for a one-day workshop. This workshop provides the opportunity for a state to bring together appropriate state staff, middle managers and training location leaders to discuss the various issues on the agenda. The focal point of the workshop is to reach a consensus regarding the responsibilities of the three parties involved in training new employees.

The second option incorporates training in effective interpersonal skills as part of the workshop.

It is understood that the states would design their own workshops and make the arrangements for its eventual delivery. Contact Clyde Goodman (817-509-3256) or Roger Montague (919-362-1560) of the NEDC for further guidance on designing the workshop if needed.

There are several options for conducting the effective interpersonal skills training. A cadre exists that teach the NEDC sponsored Effective Interpersonal Skills course. Based on their availability, they can be scheduled to present the EIS modules in your state. Travel expenses would be the responsibility of the state or other requesting administrative office. The NEDC will supply the materials necessary to teach the EIS modules.

If a state has sufficient numbers to support a full class of participants, the NEDC may schedule an EIS course in the requesting state, with the NEDC supplying all materials and instructors. NEDC would pay for the travel of the instructors. Contact Clyde Goodman or Roger Montague for more information regarding this option.

Options for Conducting the Classroom Portion of Effective Training Location Leaders

Option A

Conduct a one-day workshop using the agenda items listed below. The items listed below are simply a guide to start the thinking process. Design the session to meet the needs of your state.

Pre-Arrival

- Role of State Office

 - What State office will furnish

 - When it will be furnished

 - Who gets what and when

- Role of the Area Conservationist/Middle manager

- Role of TLL

First Day on the Job

- Role of TLL

- Role of the Area Conservationist/Middle manager

Managing Training - EDP

- Responsibility of TLL to complete items in EDP in time frame called for in EDP

Designing OJT

- Need for well-designed training experiences

Performance Problems Solutions

- Behavior problems vs. lack of skills/knowledge

Career Development

- Career vs. competitive promotions

- Mobility requirements

- Connection between performance appraisal and career promotions

- Responsibilities of DC, AC, State Office

- Mentoring

Employee Ethics

- Hatch Act

- Conflicts of Interest & the Appearance of Conflicts of Interest

- Professional dress and behavior

EEO & Civil Rights in Program Delivery

- Commitment to the above

- Special actions needed

Last Day on the Job

- Role of State Office

- Role of the Area Conservationist

- Role of TLL

Option B

Conduct a two/three-day workshop using the agenda items listed in Option A, plus modules from the NEDC course **Effective Interpersonal Skills**. Design the session to meet the needs of your state. The suggested Effective Interpersonal Skills modules are shown below in bold italics and inserted where it is suggested they be taught in the program. The purpose of inserting the modules in the suggested places is to provide an opportunity to tie the interpersonal skills to the specific duties of the TLLs.

Begin the entire program with the module, ***Behavioral Styles***. This module is the foundation for all the remaining interpersonal skills modules and is an excellent “opening” component for a workshop.

Behavioral Styles

Pre-Arrival

- Role of State Office

 - What State office will furnish

 - When it will be furnished

 - Who gets what and when

- Role of the Area Conservationist/Middle manager

- Role of TLL

First Day on the Job

- Role of TLL

- Role of the Area Conservationist/Middle manager

Managing Training - EDP

- Responsibility of TLL to complete items in EDP in time frame called for in EDP

Designing OJT

- Need for well designed training experiences

Performance Problems Solutions

- Behavior problems vs. lack of skills/knowledge

Effective Listening

Constructive Feedback

Conflict Management

Career Development

- Career vs. competitive promotions

- Mobility requirements

- Connection between performance appraisal and career promotions

- Responsibilities of DC, AC, State Office

- Mentoring

Employee Ethics

- Hatch Act

- Conflicts of Interest & the Appearance of Conflicts of Interest

Professional dress and behavior
EEO & Civil Rights in Program Delivery
Commitment to the above
Special actions needed

Valuing Diversity

Last Day on the Job
Role of State Office
Role of the Area Conservationist
Role of TLL

The following two modules from the Effective Interpersonal Skills course may also be used at the discretion of the workshop designers:

Stress Management

Time Management