

The Emerald Coast Trainer



A Word from our President :

Chapter Information
Learn about ASTD Emerald Coast Chapter events, programs, and resources by visiting our web site.
<http://www.astd-emeraldcoast.org>

I hope everyone is having a great summer and taking the opportunity to visit our beaches while we still can enjoy the white sand and emerald green waters. As for the Emerald Coast ASTD chapter, we are moving into our second half of the 2010 year and still have five exciting and informative programs to bring to you. I was extremely disappointed that I missed last month's meeting because SecondLife is a training tool with which I do not have much experience and I was hoping to pick up a few tricks. I hope you found it both informative and useful in your training endeavors. As we move to end of 2010, Meredith Allred, our past-



president, is working to put together a prospective board for your approval. However, we still need volunteers for the following positions – President-elect, VP of Finance, Hospitality, and Technology. We have a wealth of very qualified people for any one of these positions, so if you are interested, please let Meredith or myself know so we can add your name to the list. I look forward to seeing you at the July meeting.

July Meeting

Date:
Tuesday, July 13th

Time:
11:30 a.m.

Location:
NWF State College
The Gallery-K building
Niceville Campus
(follow the ASTD signs)

Topic:
Improving Human
Performance

Speaker:
Susan Van Buren
CHELCO

Cost:
\$12 for Members
\$17 for Guests
(includes Lunch)

RSVP with Rita Smith
Astd.ec.hospitality@gmail.com



CHAPTER INCENTIVE PROGRAM

The Chapter Incentive Program (ChIP) is a revenue-sharing program that offers chapters an opportunity to earn additional revenue. When making purchases (including National membership) be sure to use our Chapter number. This will ensure we receive credit.

Our Chapter number is:
9155

Highlights from the June Workshop:

The training world has welcomed Second Life into their orbit, even our National ASTD Organization knows that Second Life is the newest place for trainers. ASTD created an "island" in Second Life to ensure that members have the best possible first-time experience with 3D virtual worlds. This is a great way to meet other ASTD members online in real time. ASTD

members can use the ASTD island in Second life to hold meetings, demonstrations, or to practice building objects. You can register through <http://secondlife.astd.org>. Second life provides multiple opportunities for procedural skills, hard and soft skills and cognitive skills.

Loyalist College created a

Looking for Volunteers

Have you considered serving on the ASTD Board? Now is the time to speak up and be heard – we are looking for YOU! If serving on the Board is more time than you have in the upcoming year, how about serving on the Nominating Committee? All work by the committee is accomplished via E-Mail. How easy is that? Contact a current Board member if you are interested. We look forward to hearing from you!

Highlights from May Workshop continued from the front page...

border immigrations/customs simulation, because of the dangers for on-the-job training. Currently the college has found that students, who complete the virtual program, consistently have a 39% high success rate at testing milestones than those that did not complete the virtual practice sessions. Many are using the virtual world to develop soft skills such as customer service, cultural awareness, and micro-inequity awareness.

LearnDirect home, created a store for new representatives

to test their telephone etiquette and customer service skills. IBM and Ernst & Young develop their employees' technical skills like accessing inventory, inspecting major equipment, and/or developing knowledge of new environmentally friendly materials all in Second Life. First Responders test their cooperation with virtual accidents like airplane crashes, car wrecks, and even hostage situations.

Users are finding that Second Life is an exceptional opportunity to provide

employees with trainings that are more successful than typical classroom training and less expensive than "real world" training. Many companies use it for procedural skills with difficult or sensitive processes, technical skill development for major equipment inspection, soft skills like selling techniques, and even cognitive skills concerning emergencies and medical examinations. Trainers are also able to use scripting to measure these simulations. Create your avatar today and unleash a new training environment.

Submitted by: Ruth Shambo

Learning is not a spectator sport.
-D. Blocher



2010 Board of Directors

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Pam Walters	NWF State College Liaison

Book Corner
(if you have read a good training book lately, email astd.ec.communications@gmail.com with the name and author for future newsletter publications)

The Why of Work: How Great Leaders Build Abundant Organizations that Win– Dave & Wendy Ulrich
The Facilitator's Handbook– Thomas Justice & David W. Jamieson
Practical Wisdom for Developing Effective Groups– Rodger W. Schwarz
The e-learning Question and Answer Book– Allan J. Henderson



Training Trivia

Why should a trainer encourage participants to doodle?
(Answer on page 4)

On-line Learning, Part I of III, Authoring Course Development Tools

If you're anything like me, you have plenty of experience with face-to-face training, but are drowning in the wake of online (or blended) learning tools. Uncomfortable with this sinking feeling, I set out to educate myself, while mindful of the need for learners to work with new material on their own and at their own pace. I wanted to identify the best ways for face-to-face trainers to add e-Learning to their repertoire, without the assistance of a fancy IT team or investing tens of thousands of dollars. To this end, I searched for software tools with relatively low-costs, minimal learning curves, and a focus on lively and interactive tools consistent with best practices in brain-based learning techniques. To make sense of the myriad of eLearning solutions available in the marketplace, I broke them down into four categories that help explain the e-Learning process:

1. **Authoring** (course development and creating your content)
2. **Games** and add-on tools (games and interactions to reinforce and/or teach)
3. **Conferencing** (connectivity tools used for webinars and synchronous learning)
4. **LMSs** (learning management systems to administer and track training)

To help you remember these four components of e-
(Continued on page 4)

Best Practices for Facilitation

As trainers, we may not always be the subject matter experts (SMEs) on the training topic; however, we are viewed as the experts on training format and structure. Sometimes, the SMEs come to us for guidance on training topic design, logistics, and even facilitation. Facilitation is an art. It requires, a person to become a neutral tour guide.

Ingrid Bens, M.Ed, wrote a facilitator is different than a group leader, a facilitator is someone who “contributes structure and process to interactions so groups are able to function effectively and make high-quality decisions,” (2, Bens). The overall job of a facilitator is to enable others to assume responsibility and take the lead.

Below are some best practices of Facilitators, according to the 2nd edition of *Facilitation at a Glance!*:

- carefully assess the needs of the members
- probe sensitively into people’s feelings
- create an open and trusting atmosphere
- help people understand why they’re there
- view yourself as a servant of the group’s needs
- make members the center of attention
- speak in simple and direct language
- work hard to stay neutral
- display energy and appropriate levels of

assertiveness

- champion ideas not personally favored
- treat all participants as equals
- stay flexible and ready to change direction if necessary
- make notes that reflect what participants mean
- listen intently to understand what is being said
- periodically summarize a complex array of ideas so that they form a coherent summary
- know how to use a wide range of discussion tools
- make sure every session ends with clear steps for the next meeting
- ensure that participants feel ownership for what have been achieved.
- end on a positive and optimistic note.

Facilitation is not easy but, with practice and preparation a trainer can behave in a manner that is the most beneficial for a group. Bens adds a special note to facilitators to consider: “An effective facilitator will leave participants convinced that they did it themselves.” For more tips and guidance on facilitation check out *Facilitation at a Glance! 2nd edition Your Pocket Guide to Facilitation* by Ingrid Bens, M.Ed.

Submitted by: Ruth Shambo


Special Offer

Clip and fill out

Special Offer

Chapter members may invite a colleague to attend a regular meeting and have lunch on us. Please consider sharing a coupon with those professionals whom you feel would benefit from ASTD membership. **Please inform them to RSVP to Rita for the meeting they plan to attend.**

ASTD.EC.Hospitality@gmail.com



(guest name)

ASTD-Emerald Coast Chapter

Invited by _____ to attend one meeting for free.

RSVP to Rita Smith
ASTD Hospitality [astd.ec.hospitality@gmail.com]

Expiration Date: 08/01/2010

Guest Email: _____

And the spotlight is on...



Carol Barry, M.Ed., CPLP, Instructional Designer, Lead, for Lockheed Martin Corp.

Chapter Member—Oct 2005
National Member—Mar 2006

How do the chapter's programs/meetings help you in your job?

Chapter programs/meetings are targeted to address one of the nine Areas Of Expertise (AOE) in the ASTD Competency Model, and in my job as an Instructional Designer, I am actively involved in several of those AOE's every day: Designing Learning, Delivering Training, Measurement and Evaluation. The meetings give me new ideas to think about in how our Instructional Design work can be performed better, more efficiently, and with better



What is your favorite thing about coming to the meetings?

My favorite thing about coming to the meetings is to step away from

the office environment and talk with others in the same field and learn from what others are doing.

Anything interesting or exciting about yourself you want to share?

Last year at this time I earned the CPLP (Certified Professional in Learning and

Performance) from ASTD. After passing the exam, I submitted a work product in the Designing Learning AOE. It was a CBT lesson I developed on E-TCAS (Enhanced Traffic Collision Avoidance System) installed on the C-130 gunships. Work products are evaluated in four core components: project relationships, plans, outputs, and outcomes. In addition to the work product itself, you have to write essays about your product with regards to each of the four core components. I was quite happy to earn the highest score (3 – Outstanding) in each of those four evaluation components. The CPLP is good for a three year period,

after which time you can take the test again to maintain your certification, or throughout the three years, earn points towards certification maintenance. National membership, chapter membership, attending conferences and workshops, and volunteering for ASTD projects are ways to earn points and that is the path I'm taking.

Is there anything you would change to improve ASTD's meetings?

The quality of the luncheon meal served has gradually declined since I first began attending meetings in 2005. I would be willing to pay a little more for a return to a higher quality meal.

On-line Learning, Part I of III, Authoring Course Development Tools, *continued*

Learning, perhaps this little mnemonic will help: **Any Goofball Can Learn!**

In this three-part series, I offer a description and overview of each category as well as an explanation of: 1) the role they play in enabling online experiences; 2) criteria you might use to choose among the vendors; and 3) a few reputable, cost effective solutions for each. A couple of caveats: My comments, descriptions and prices are drawn from vendor websites, personal research, conversations at conferences, and LinkedIn discussions. Second, because LMSs are quite costly and involve bigger learning curves, I have deemed them to be outside of my scope and offer just a

quick overview at the end of part 3.

Authoring/Course Development Tools

The course development/authoring tools are software programs that enable you to create course content. The most readily available of these is PowerPoint. However, many trainers find PowerPoint to have some limitations. For instance, PowerPoint's interface is somewhat cumbersome when creating high-end animations that integrate text, images, audio and video. While PowerPoint is terrific for linear presentations, its interface is more difficult when creating "branching" presentations, whereby a user digs down into any number of buttons or scenarios. Although it

contains a robust collection of "slide templates," it does not come loaded with a library of "interactive game templates."

If you are looking to move beyond PowerPoint for course development, following is a list of the criteria you might use to decide among the various options: PowerPoint interface:

- Does the software work within PowerPoint adding new toolbar items?
- Does the software replace the need for PowerPoint?
- Does the software create interactions that can be imported into PowerPoint, in case you'd like to use it for live training also?
- What file formats can be imported/exported? This is important if you want to load your content into a LMS (to be defined later) or some other program.
- Does the software reside on your desktop or online? This is an issue if you prefer to work offline.
- Are courses stored on desktop or online?
- How quickly can you learn the new program?
- How quickly can you create animations of images, text, etc.?
- What types of games and interactions come bundled with the software?

By Susan Doctoroff Landay, President of Trainers Warehouse –All rights reserved; used by special permission.

Training Trivia Answer: It makes learning easier for kinesthetic learners.