



The Train to Success: Tips for Teaching AWARDS

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Before You Leave the Station



- Assess users' computer skills
- Incorporate training (computer, AWARDS) as part of formal employee orientation process

Preparing for Training

- Are you able to use Train the Trainer Model? If so, who should be your trainers?
- Identify “Super Users”
 - Consider that “super users”  can emerge during trainings
- Work with CSD to ensure your database is set for training
- Create an agenda that works for your trainees

Preparing for Training

▣ Things to consider:

- AWARDS training databases available with prior notice
- Are there enough vacancies in the training program (if residential)? 
- Are there enough fake clients if not creating new ones during training? 
- Do all trainees have all necessary permissions for the topics on the agenda?

Preparing for Training

- Run through the agenda ahead of time from start to finish
- Plan to avoid interruptions
 - Assign other employees to cover shifts so trainees are not interrupted by phone calls, etc.
- Assign pre-work to trainees
 - For example, require trainees to log in and poke around
 - This can also help identify password problems, incorrectly set permissions, etc.
- Expectations
 - Inform trainees of what is going to be covered in the training
 - Make sure they understand both “big picture” relevance and “role specific” relevance

Training Design

- Tech and Room Set-up
 - Updated browser, confirmed internet access, who to contact if tech issues arise
- Is the training a process training, software training, or both?
 - Process trainings can derail getting through the software, but are inevitably part of every training. Balance is key.
- Start with overview of AWARDS to set framework for learning
 - Review relationality - Relational design of AWARDS will increase/improve output and help users and the agency
 - Consider 'starting at the end' - Show some valuable reports and explain how data entry allows for agency reporting

Training Design

- Use real scenarios
 - Take a client from admission to discharge
- Consider handouts - both customized and from AWARDS Online Help
- Ideally, each user at their own computer. No more than 2 per computer maximum.
- Have a “Parking Lot” or designate someone to be the “parking lot” note-taker
- Share experiences as a learner to build rapport with trainees
- Do your best to make the training interactive – ask questions

How to Derail Your Train(ing)



- Assume trainees will tell you when they're lost.
 - Look for side-conversations that might signal someone being lost and have a plan to address that
- Don't talk about Jumping Back.
 - Use this as an opportunity to discuss why you should NOT jump back but should navigate forward
- Avoid showing common mistakes and don't share that mistakes are common, expected, okay, and fixable. And if you make a mistake, gloss over it as quickly as possible!
 - Read error messages -- they often state the error (and how to correct it)
 - Demonstrate incomplete data entry errors
 - How Intake Status impacts ability to process admission
 - Show Password Policy lockout rules and how to avoid that happening
 - Show agency's timeout settings

After Training

- Think about the best way to assess training results
- Assign homework (with “go live” date as due date)
 - Set benchmarks
 - How will homework be assessed, and by who?
- Make sure trainees know who to contact with questions
- Consider some sort of post-training acknowledgement
 - Breakfast or lunch
 - Notations in personnel file
 - Mention at staff meetings
 - Acknowledge as “Super Users”



After Training

- Make sure you are thinking about training as an ongoing job, not just a one time thing
- Have a “Continuing Education” training plan
 - Hold mini-trainings at staff meetings
 - Do a “tip of the month” or something similar in agency newsletter
 - Require users to attend FootholdConnect events
 - ‘Fly-Bys’ by Foothold or your staff
 - Agency’s internal Help Desk team/protocol



Q & A

World Travelers,



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-Foothold Technology

Expo2014 Attendee

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