Four Steps to Effective Staff Training and Development

Presenters: Ron White and Mike Nichols
Why bother?
Imagine
Four Steps to Effective Staff Training & Development

Be relevant
DiSC Dimensions of Behavior
Two Questions
Question One

Is your behavior at work more outspoken or more reflective?
Outspoken . . .
Fast-paced, outgoing, extroverted

Reflective . . .
Slower-paced, cautious, reserved, introverted
**Initiators vs. Integrators**

**Initiators**
- Impatient, distracted, multi-tasking
- Posture of telling, out front in the spotlight
- Spirit of the law, liberal definition of time

**Integrators**
- Patient, focused, one thing at a time
- Posture of asking, more behind the scenes
- Letter of the law, strict definition of time
Question Two

Is your behavior at work more questioning or more accepting?
Processors vs. Relaters

Processors
- Guarded
- Low contact, distant
- People at arms length
- Focused on tasks
- Check off and move on

Relaters
- Open
- High contact, physical
- Huggers & kissers
- Focused on people
- Meet and greet
The DiSC Model

Gives you a language to discover and discuss behavioral styles so that you can value and appreciate that style rather than see it as a threat or deficiency.

*The Personality Code* by Travis Bradberry
The Fifth Discipline

The Art & Practice of the Learning Organization

By Peter Senge and Associates

1. Personal Mastery
2. Mental Models
3. Shared Vision
4. Team Learning
5. Systems Thinking
Personal Mastery
Being your very best. Thirst to be even better.
Mental Models
Perceptions that hold you back or propel you forward
Shared Vision

We move toward our goals as a single organism, each playing his or her part, but always as part of the whole.
Team Learning
Attitude, knowledge, skills, strategies, tactics
Systems Thinking
Keeping the left hand in the know about what the right hand is doing
Connectors
Mavens
Salesmen
Connectors have a rare set of social gifts that fuel an extraordinary knack for making friends and acquaintances.
Mavens tell what they know and enlighten others. They are really information brokers.
Salesmen have some indefinable trait, something powerful and irresistible.

1. It’s energy.
2. It’s enthusiasm.
3. It’s charm.
4. It’s likability.
5. It’s all those things and yet something more.
6. It’s something that makes people want to agree with them.
WIGS: Wildly Important Goals

Clarity – know the goals
Commitment – buy into the goals
Translation – know what you do that contributes to the goals
Enabling – provide training and resources to achieve the goals
Synergy – work together well to reach the goals
Accountability – hold each other accountable to the goals
More Training Options

The 7 Habits of Highly Effective People by Stephen Covey
212: The Extra Degree by Parker & Anderson
The Emotional Intelligence Quick Book by Bradberry & Greaves
Hundred Percenters by Mark Murphy
Start With Why by Simon Sinek
Bounce by Keith McFarland
It’s Your Ship by Michael Abrashoff
Quiet Strength by Tony Dungy
Now, Discover Your Strengths by Buckingham & Clifton
Good to Great by Jim Collins
Selling the Invisible by Harry Beckwith
Four Steps to Effective Staff Training & Development

Be relevant

Make it fun
Children’s Toys
  Tinker Toys
  Legos
Games
  University Jeopardy
  University Monopoly
Crayons/Markers
Flip Charts
Movement
Role-play/Skits
Charades

Groups/Partners
Video Clips
  Sitcoms
  Movies
Ice Breakers
Competitions
Scavenger Hunts
Card Games
Scenarios
Brain-storming
Problem-solving
Four Steps to Effective Staff Training & Development

1. Be relevant
2. Make it fun
3. Train well

Be relevant
Make it fun
Train well
McCarthy’s 4MAT System

8. Perform (right)
7. Refine (left)
6. Extend (right)
5. Practice (left)
4. Inform (left)
3. Imagine (right)
2. Attend (left)
1. Connect (right)

12:00

Type 4 (I)
Type 3 (D)
Type 2 (C)
Type 1 (S)

extravert
introvert

people
task
Web Sites

4MAT System
http://www.aboutlearning.com/

Global/Analytic Inventories

http://www.berghuis.co.nz/abiator/lxi/analytglobaltest.html
Four Steps to Effective Staff Training & Development

- Be relevant
- Make it fun
- Train well
- Train often
<table>
<thead>
<tr>
<th>Month</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>Aug</td>
<td>Annual, 3-day, off-campus</td>
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<tr>
<td>Sep</td>
<td>Monthly – Seven Deadly Sins</td>
</tr>
<tr>
<td>Oct</td>
<td>Monthly – 212: The Extra Degree</td>
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<tr>
<td>Nov</td>
<td>Monthly – WIGS follow-up</td>
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<tr>
<td>Jan</td>
<td>Annual, 2-day, off-campus</td>
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<td>Feb</td>
<td>Monthly – Depth Sounding</td>
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<td>Mar</td>
<td>Monthly – Customer Service</td>
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<td>Apr</td>
<td>Monthly – Experience Marketing</td>
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<tr>
<td>Jul</td>
<td>Annual master plan scorecard &amp; master plan revision</td>
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Puzzle Activity
Questions