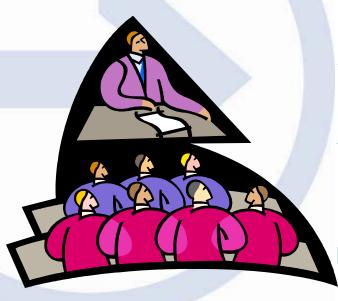


NHI Real Solutions Seminar Series



How Do We Effectively Share Our Knowledge?

Susan Hope Mosher
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National Highway Institute



And, of course: Learning Outcomes



- Name the focus of any training
- List five things a trainer can do to make training even more effective
- Use strategies to deal with two prevalent problem behaviors



Questions?



- What were your favorite training sessions?
 Why?
- What did the instructor do or say?





Two Major Themes Always Emerge. . .



- Learner centered
- Interactive strategies



Instructor Strategies



- WIIfm
- movement
- Q&A
- Puzzles
- Debates
- Video clip
- Experiments
- Skits
- Do opposite
- "I"time

scenarios

demonstrations

groups discussions

spinwheel

assessments

field trips

reference material

dif. points of view

scavenger hunt

stories—not just you

visuals

food

riddles

stories

role play

music

games

props

metaphor

toys



POLL



- What do people remember most?
- Select the top two.





And. . .



• We use interactive strategies to enhance learning. They are relevant to the content and the audience. If they don't relate, then don't use them. (except for food and toys)



Common Roadblocks



- Silence
- Hijackers



Why do they do it?



- It is not personal. It usually has nothing to do with us.
- Their natural style
- Anger/frustration
- Not connecting with material
- Relieve/avoid discomfort: (actual or anticipated)
 - Fear of being embarrassed
 - Feeling unintelligent
 - Boredom/having to sit still too long and listen
 - Dealing with change
 - Pressure to get back to work



Antidotes for Silence



NATIONAL HIGHWAY INSTI

- "Woe betide the boss who believes silence is agreement." -- Peter Drucker
- Have a "plant" in the group
- Ask if anyone has question _____. Ask for a show of hands
- Vary with open and closed questions
- Ask them to put questions on post-its
- Put them on notice: "In a few minutes I will ask this question
 ______."
- Say: "As soon as we get two questions, we can go on break."
- Ask people on break why they think it is so quiet
- When in doubt break out! Small group activities work
- After asking a question, slowly count to ten in your head
- Call them on it: "I am wondering why you think we have no questions?"

Antidotes for Monopolizer/Hijackers

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- Have a ground rule that there is a 2 minute time limit
- Ask a question and use "I" time
- Say: "We've had a few examples from Lance, I wonder if anyone else has questions/comments/observations?" (count to 10 in head)
- Ask: "I am wondering what the rest of you think about this?"
- Round robin
- Break into small groups in a way that the person is not in the same group more than once
- Offer to say afterward to further discuss the issue they are harping on—they very rarely do
- Say: "How about someone from the back two tables?"
- Ask: "Anyone else have this kind of example?" "Something different?"
- Avoid eye contact that may encourage speaking further
- Give a role of some sort so they can feel important
- Create a physical exercise: create a line up from +3 to -3 and ask participants to stand in response to an opinion question



Resources



- Thiagi.com
- Anything written or produced by Thiagi is generally terrific.
- Free monthly newsletter.
- Facilitation at a Glance by Ingrid Bens
- Games Trainers Play (3 volumes)
- Tricks for Trainers by Dave Arch



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Question and Answer

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