Drive to Zero
Agenda Review
Introductions

• Name
• Agency / Company
• Job role
• My Speaking Experience
Why Are We Here?

• Share TSMO knowledge
• Practice communicating TSMO
• Learn how to address concerns
• Practice facilitating a TSMO meeting
Adult Learning Principles

Small Group Discussion

• Review adult learning article
• Identify how adults learn best
• Describe situations encouraging adult learning
• Keys to understanding/assessing adult behavior
Powerful Training is…

- Effective
- Efficient
- Engaging
- Learner-centered
- Performance-based
Performance is

(Ability + Knowledge) * Inspiration
Speaking Opportunity
Speaking Opportunity

A Favorite Story

• Topic: work, family, school, vacation
• Story: humorous, informative, lessons learned
• Open, middle, and close
• 2 min or less
Facilitator Responsibilities

• Focus on learners
• Encourage discussion
• Manage difficult situations
• Organize learning environment
Facilitator Responsibilities

Small Group Discussion

• Review photo
• Discuss benefit(s) or drawback(s) of room set-up
• Debrief answers with large group
Lunch
Mid-Day Knowledge Check

Individual Exercise

• Identify one key takeaway (Review notes)
• Everyone stands
• Share answer with group, when called upon
Communication Channels

- Visual: 55%
- Vocal: 38%
- Verbal: 7%

*Based on research by Albert Mehrabian, Ph.D., Professor Emeritus, UCLA. See his book, Silent Messages.*
Communication Channels

Visual Channel

• Controlling nerves
• Eye contact
• Posture and movement
• Gestures and facial expressions
• Personal appearance
Posture and Movement

- Are visual messages
- Decreases nervousness
- Aids proper breathing
- Promotes voice projection
Gestures / Facial Expressions

• Clarify and support message
• Dramatize ideas
• Emphasize feelings
• Reduce nervousness
• Stimulate participation
Effective Gestures

• Involves hands to support message
• Are personal and natural
• Are made smoothly
• Last long enough to connect with participants
Vocal Channel

How you sound

• Voice volume and projection
• Speaking rate
• Voice dynamics
• Articulation
Voice Dynamics

Effective
• Confident, spontaneous, upbeat tone
• Inflection conveys meaning
• Tone reflects spirit of message

Ineffective
• Speaking without meaning, inflection, or emotion
Verbal Channel

Content or “the words you use”

• Use facilitator notes
• Use personal stories
• Manage podiums and other props
• Use AV effectively
Speaking Opportunity
Speaking Opportunity

Facilitation Basics

- Persuade us to take action
- Make a decision
- Vote for a candidate
- Buy a product
- 2 min
Break
End of Day 1

• Final Comments
• Hotel Check-in
• Dinner instructions
• Day 2 start
Review/Discuss TSMO

Paired Exercise

• Review slides and handout materials
• Discuss content with peers
• Clarify questions
• Make updates
TSMO Train-the-Trainer
Kansas City / September 6, 2018
McPherson / Volz
Drive to Zero
Agenda Review

- Day 1 Review
- Facilitator Techniques
  - Managing your notes
  - Audio Visual
  - Managing Discussion / Questions
  - Intervention Strategies
- Review/Update TSMO Materials
- Speaking Opportunity/ TSMO Questions
- TSMO-related Q/A
- Next steps
Facilitation Techniques

• Managing your notes
• A/V
• Managing Discussions / Questions
• Intervention strategies
Managing Your Notes

• Do not read notes… Bullet points
• Preparation³
• Number pages
  (secure together)
• Personalize facilitator notes
• Avoid podium dependence
A/V Techniques

• Engage participants to media
• Drain and explain
• Touch, Turn, and Talk
• Use “B” and “W” keys
• Be careful with laser pointers
Encourage Discussion

- Ask effective questions
- Use listening skills
- Use flipchart or whiteboard
- Think “parking lot”
- Be careful with laser pointers
Questions Provoke Learning

• Ask open-ended questions

• After posing question
  • Be selectively quiet (pause)
  • Listen
  • Allow participants think time

• Avoid being judgmental

• Never embarrass participants
Managing Questions

• Repeat the question
• Answer question for room (not just the individual)
• Involve entire audience
• Thank question “asker”
• Use your interpersonal skills
Responding to Participants

• Paraphrase
  “So, What you’re saying is…”

• Reflect feelings
  “You feel that…”

• Summarize and request confirmation
  “Let me see if I understand, you…”
Intervention Strategies

- Level 1: Do Nothing
- Level 2: Off-line Conversation
- Level 3: Impersonal Group Time
- Level 4: Off-line Confrontation
- Level 5: In-group Confrontation
Intervention Strategies

Table Exercise

• Review situation
• Identify most effective strategy
• Communicate answer to large group
Prep Time
Speaking Opportunity
Speaking Opportunity

TSMO-Specific Materials

• Identify mock audience
• Deliver TSMO presentation
• Answer questions, if asked
• 10 min or less
Lunch
Mid-Day Knowledge Check

Table Exercise

• Identify top five key takeways (Review notes)

• Share answer with group, when called upon
End of Day 2

• Final Comments
• If you have follow-up questions