



TSMO Train-the-Trainer

Kansas City / September 5-6, 2018

McPherson / Volz



A photograph of a construction site. In the foreground, several long, dark metal beams are laid out horizontally. In the background, several workers wearing orange safety vests and white hard hats are visible, some looking towards the camera and others looking away. The scene is outdoors, with some blurred structures and equipment in the background.

Drive to Zero

Agenda Review



Introductions

- Name
- Agency / Company
- Job role
- My Speaking Experience



Why Are We Here?

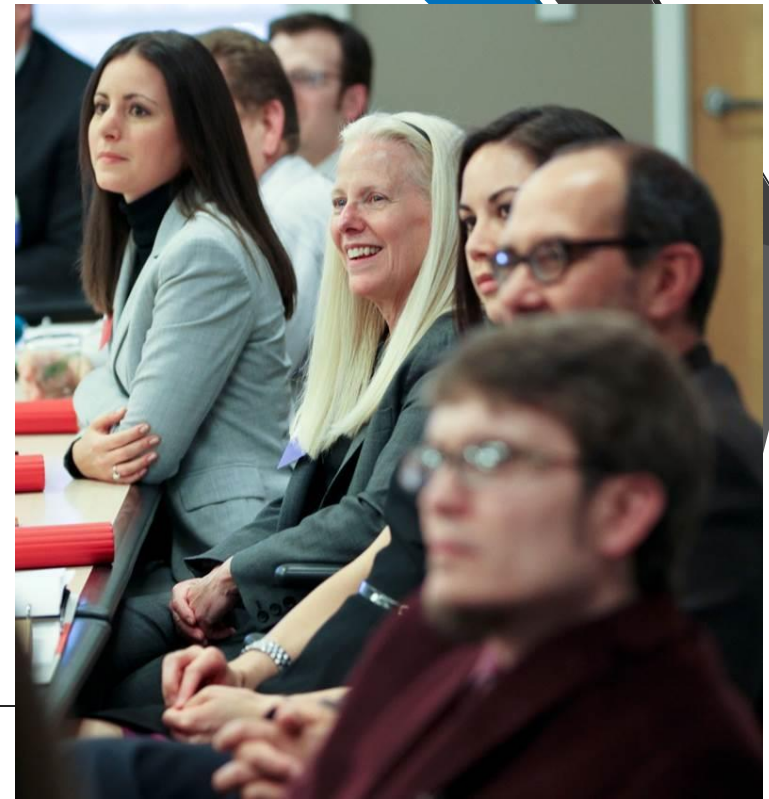
- Share TSMO knowledge
- Practice communicating TSMO
- Learn how to address concerns
- Practice facilitating a TSMO meeting



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

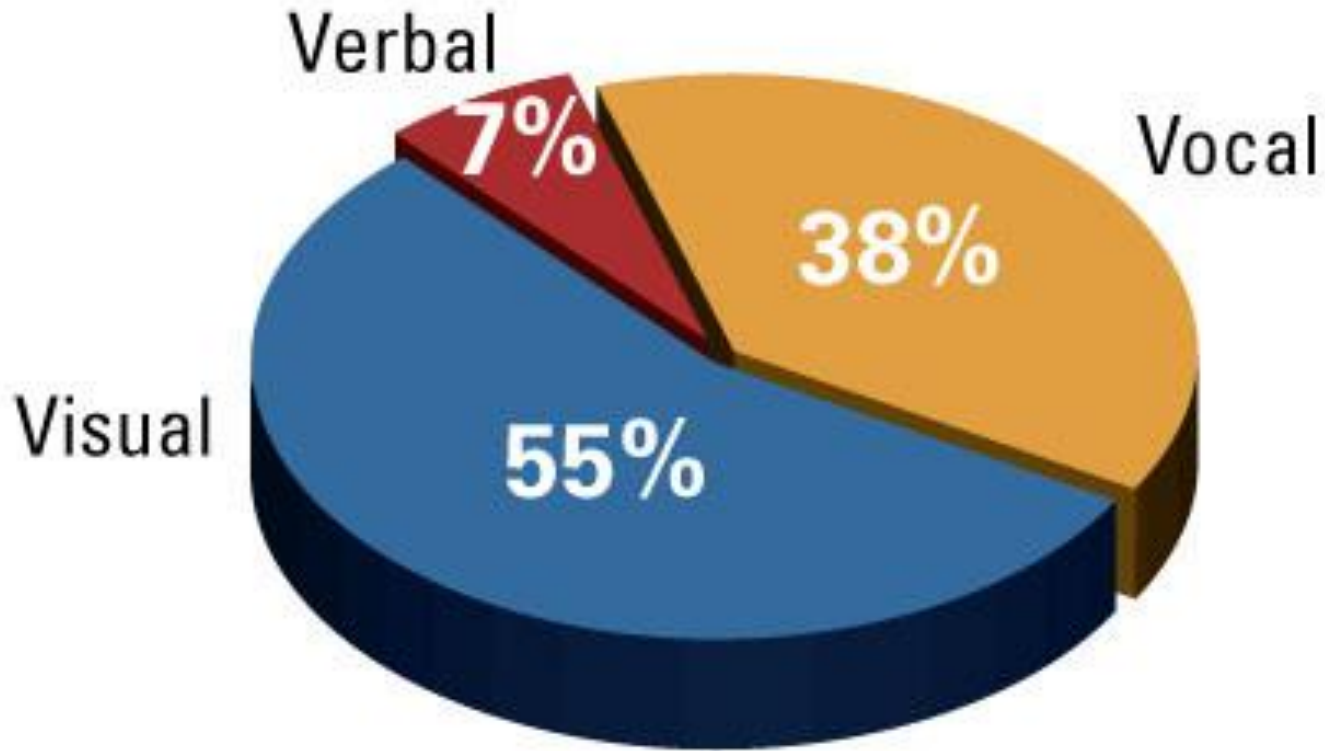
Mid-Day Knowledge Check

Individual Exercise

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



Communication Channels



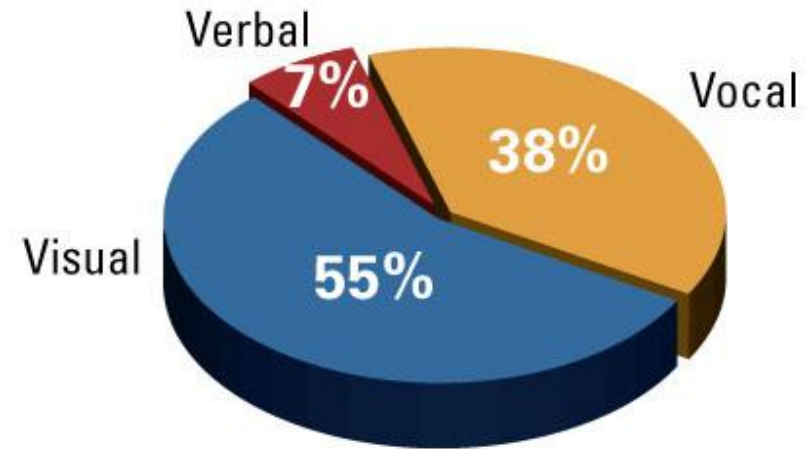
** Based on research by Albert Mehrabian, Ph.D.,
Professor Emeritus, UCLA. See his book, Silent Messages.*



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

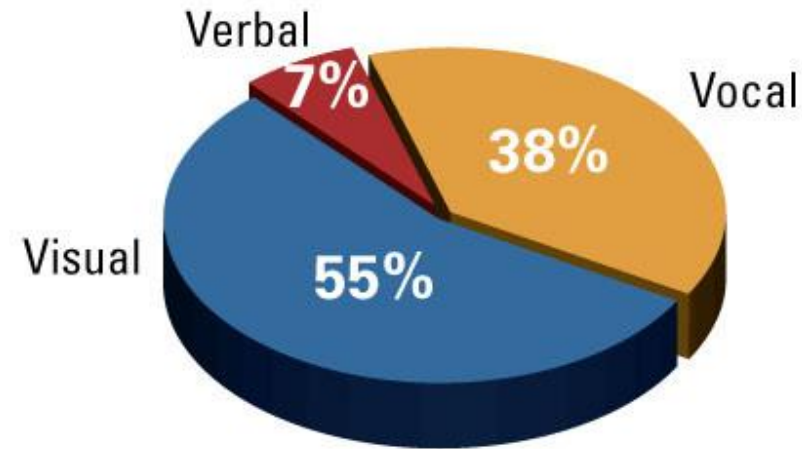
- Involves hands to support message
- Are personal and natural
- Are made smoothly
- Last long enough to connect with participants



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



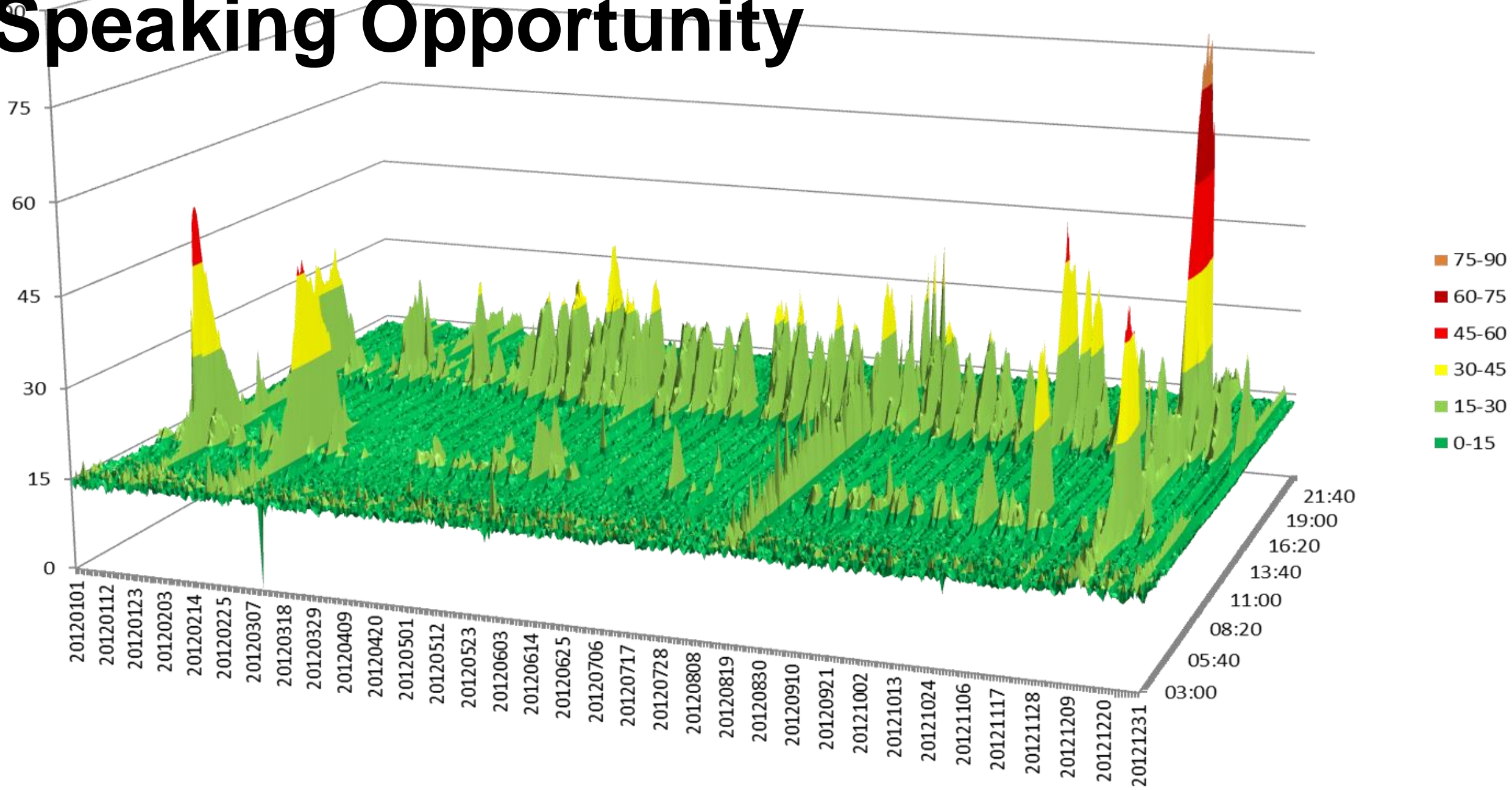
Verbal Channel

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





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Kansas City / September 6, 2018

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A photograph of a construction site. In the foreground, several large, dark metal pipes run parallel to each other, receding into the distance. In the background, several workers wearing orange safety vests and white hard hats are visible, some looking towards the camera and others looking away. The scene is brightly lit, suggesting an outdoor setting during the day.

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



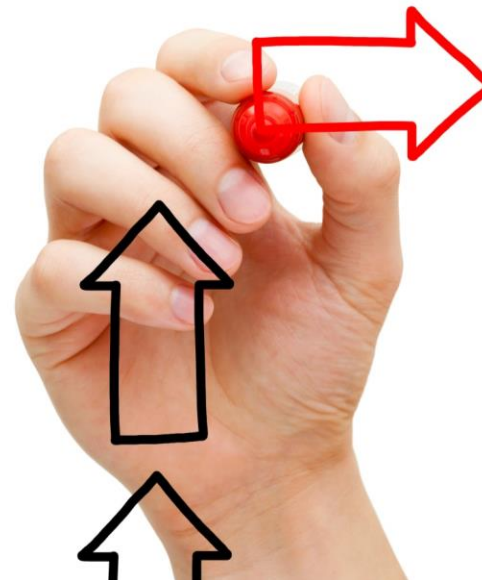
Managing Your Notes

- Do not read notes... Bullet points
- Preparation³
- Number pages
(secure together)
- Personalize facilitator notes
- Avoid podium dependence



AV 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 takeaways (Review notes)
- Share answer with group, when called upon



End of Day 2

- Final Comments
- If you have follow-up questions

