Draft Design Team Facilitator Curriculum Outline

Day One at a Glance

Start time 9:15

ACTIVITY I  INTRODUCTIONS & WORKING TOGETHER  45 MINUTES

1. WELCOME AND INTRODUCTIONS
2. GOALS OF TRAINING
3. ICEBREAKER
4. CONDITIONS FOR WORKING TOGETHER

Participants will be able to:

Behavioral Objectives
- Experience building relationships by learning of shared similarities of participant experiences
- Articulate the importance of getting a "consensus" when participants decide upon their own rules and norms for this 2 day training workshop.

Affective Objectives
- Reflect on the benefits of an Icebreaker activity for facilitators.

Handouts: A choice of Icebreakers: “Mapping, Where have you been? Whatcha been doing? Where are you going?” or “Facilitator’s, What about Them? Bingo”


ACTIVITY II  THE DESIGN TEAM MODEL  45 MINUTES

1. HISTORY, RESEARCH AND THE URGENT NEED TO REDUCE UNDESIRABLE BEHAVIOR
2. PRESENT USE OF MODEL IN CHILD WELFARE AGENCIES
3. BRAINSTORM: HOW CAN THIS MODEL FACILITATE IMPROVEMENT, AND AT THE SAME TIME ENHANCE DESIRABLE RETENTION

Participants will be able to:

Cognitive Objectives
- Define Design Team (DT) Model
- Describe how the DT Model can be used as an intervention in improving child welfare staff retention.

Affective Objectives
- Value how the DT Model can promote change and improve retention in a child welfare organization.

Handouts: “Pre-conditions for Design Team Success”, “Sample Accomplishments of Design Teams in NYS”

Reference: Resource Guide pages 1-4

BREAK  10 MINUTES
ACTIVITY III THE FACILITATOR ROLE IN PREPARING TO MEET AGENCY LEADERSHIP 60 MINUTES

STORY BOARDING, A SMALL GROUP ACTIVITY

1. WHAT DO YOU NEED TO KNOW ABOUT THE AGENCY AND ITS LEADERSHIP?
2. HOW TO SCHEDULE A MEETING AND SET THE AGENDA
3. HOW TO DEVELOP A COLLABORATIVE PARTNERSHIP – ENGAGING LEADERSHIP

Participants will be able to:

Cognitive Objective
- Obtain knowledge of the many facets of how facilitators may begin a collaborative relationship with agency’s leadership

Affective Objective
- Reflect on their own experiences while exploring the motivation of agency leadership

Handouts: “Facilitator’s Role in Preparing to Meet Agency Leadership” (Handout developed from participant feedback from story board activity)

LUNCH 60 MINUTES

ACTIVITY IV DEVELOPMENT OF A DESIGN TEAM 2 HRS 15 MINUTES

1. AGENCY LEADERSHIP VIGNETTES A, B
2. AGENDA SETTING
3. FIRST STAGE OF TEAM DEVELOPMENT/PRACTICE FACILITATOR SKILLS
4. FIRST 3 DT MEETINGS VIGNETTES: A-1, B-2

Participants will be able to:

Cognitive Objective
- Describe how facilitators may influence early team development

Behavioral Objective
- Verbally demonstrate a facilitator skill

Affective Objective
- Examine feelings related to facilitating early meetings with a newly formed team

Day Two at a Glance

Start time 9:15

ACTIVITY V  ACTION LEARNING: THE LOGIC MODEL  60 MINUTES

- DEFINE ACTION LEARNING/LOGIC MODEL
- BENEFITS OF LOGIC MODEL
- ROLE PLAY: FACILITATING THE LOGIC MODEL
- EVALUATE THE LOGIC MODEL PROCESS FOR FACILITATOR AND TEAM

Participants will be able to:

Cognitive Objectives
- Explain the various segments of the logic model and their relationship to the data driven nature of the DTs.
- Describe how the logic model can be used as a tool in creating organizational improvements.

Behavioral Objective
- Facilitate the logic model, keeping solution focused.


Resource Guide: pages on logic model.

ACTIVITY VI  PROMOTING SHARED LEADERSHIP FOR SELF-DIRECTED TEAM  30 MINUTES

1. MIDDLE STAGE OF DEVELOPMENT
2. STRENGTHENING SHARED TEAM LEADERSHIP

Participants will be able to:

Cognitive Objectives
- Identify opportunities for increasing the degree of shared leadership within a team during the middle stage of team development.

Behavioral Objectives
- Demonstrate the degree of shared leadership within the participants’ group using a team game as a tool
- Develop commitments to increasing the degree of shared leadership

Handouts: a set of “Strengthening Shared Leadership Statements” and cards numbered 1-4.

BREAK  10 MINUTES
ACTIVITY VII  MOTIVATING THE TEAM FOR SUCCESS  90 MINUTES

- CREATIVE PROBLEM SOLVING STRUCTURES
- EXPANDING DESIGN TEAM INFLUENCE
- FACILITATOR COMPETENCIES/HELPING TEAM WORK TOWARD IMPLEMENTATION

Participants will be able to:
Cognitive Objective
- Explain key competencies needed for improvement priorities
Behavioral Objectives
- Develop creative problem-solving structures
- Demonstrate how to influence positive outcomes

LUNCH  60 MINUTES

ACTIVITY VIII  THE POWER OF DATA  45 MINUTES

1. ONGOING EVALUATION AND USE OF SURVEYS

Participants will be able to:
Cognitive Objective
- Differentiate the possible uses of data from surveys
Behavioral Objective
- Articulate how ongoing evaluation of data can support change

Resource: Print-out of Surveys: A Turnover Prevention Inventory, Caseworkers, Supervisors, Commissioners and Managers; Demographics; Job Satisfaction Survey; Perception of Child Welfare Work, Physical Work Environment, Support Systems; Design Team Questionnaire; Management Training Questionnaire.

ACTIVITY IX  TERMINATION / CONSULTATION

1. THE FACILITATOR MOVING TO A CONSULTATIVE ROLE
2. CONTINUING TO EMPOWER THE TEAM

Participants will be able to:
Cognitive Objectives
- Explain why it is important for facilitator to move to a consultative role
- Recognize when this move should happen during team development
Behavioral Objectives
- Use handout “Targeting Positive Change” to help accomplish the task of successful transitioning.
Affective Objectives
- Examine emotional processes that may result from the team as a result of the transition.

Handouts: “Targeting Positive Change”