



**ERICSA 62ND ANNUAL
TRAINING CONFERENCE & EXPOSITION**

MAY 18-22, 2025

NORFOLK

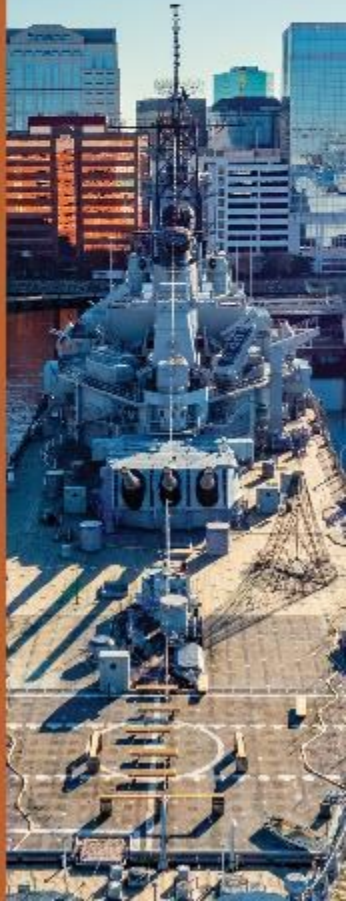
VIRGINIA

START Training: Transitioning from SME to Trainer



Many child support workers find themselves in the role of a trainer. What do these "accidental" trainers need to know to perform this job successfully? How can SMEs apply their knowledge and skills for training design and delivery?

In this workshop, we will provide the Skills, Tips, And Reinforcement Tricks to START Training. We will discuss the instructional design model ADDIE, adult learning theory, determining the best delivery method for the topic, and training delivery techniques. Participants are encouraged to bring in a training topic for workshopping.



Skills



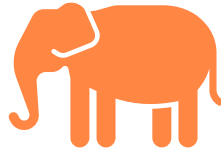
Tips



And



Reinforcement



Tricks



Objectives

- Recognize the diverse skill sets of trainers.
- Apply ADDIE effectively when creating training events.
- Determine the best delivery method for the training event.
- Understand adult learning theory.
- Identify effective training delivery techniques.
- Build a training event.



Speakers



Monica Hall

Director, Training and
Professional Development |
Division of Child Support
Services | Georgia Department
of Human Services



Jamie Eichenberg

Court Analyst
Michigan Supreme Court |
State Court Administrator's
Office | Friend of the
Court Bureau



Lisa Stuchell

Senior Training Manager
Courtland Consulting



Instructional System Design Models

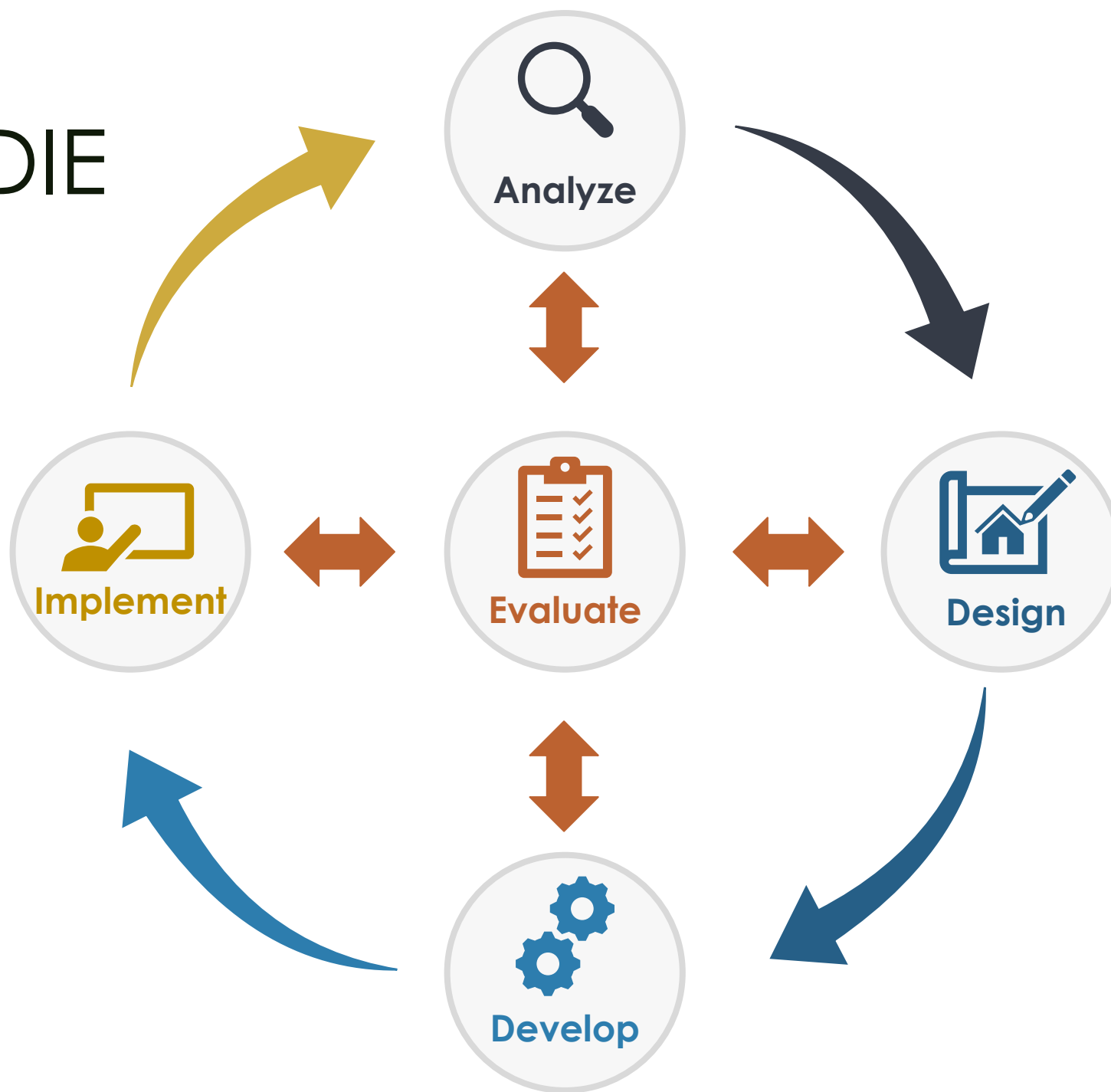
- Design trainings quickly, efficiently, and effectively.
- Create observable, measurable, and replicable elements to use with any and all training events.
- Select a model that works for you.



A good beginning is half the task.



ADDIE





Analyze

ADDIE Model Phases

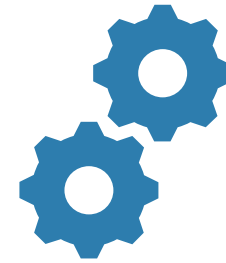
- Identify the training need(s) – Training Needs Assessment Survey.
- Determine the audience.
- Consider scope, time, and environmental factors.



Design

ADDIE Model Phases

- Write learning objectives.
- Create an evaluation plan.
- Structure content (outlines, scripts, etc.).
- Determine training delivery method.



Develop

ADDIE Model Phases

- Organize and assemble content.
- Create activities and other materials.
- Test deliverables and evaluate effectiveness.
- Revise materials as needed.



Implement

ADDIE Model Phases

- Deliver training to the target audience.
- Assess the training's effectiveness – Training Evaluation.
- Make changes and/or adjustments to training and/or materials.



Evaluate

ADDIE Model Phases

- Make changes and/or adjustments throughout every phase.
- Create a class/course Training Evaluation.
- Share evaluation results to improve training and measure training's effectiveness.

Learning Objectives

- Write learning objectives that matter.
 - Bloom's taxonomy
 - Performance-based
- Consider how objectives, content, activities, and evaluations work together.

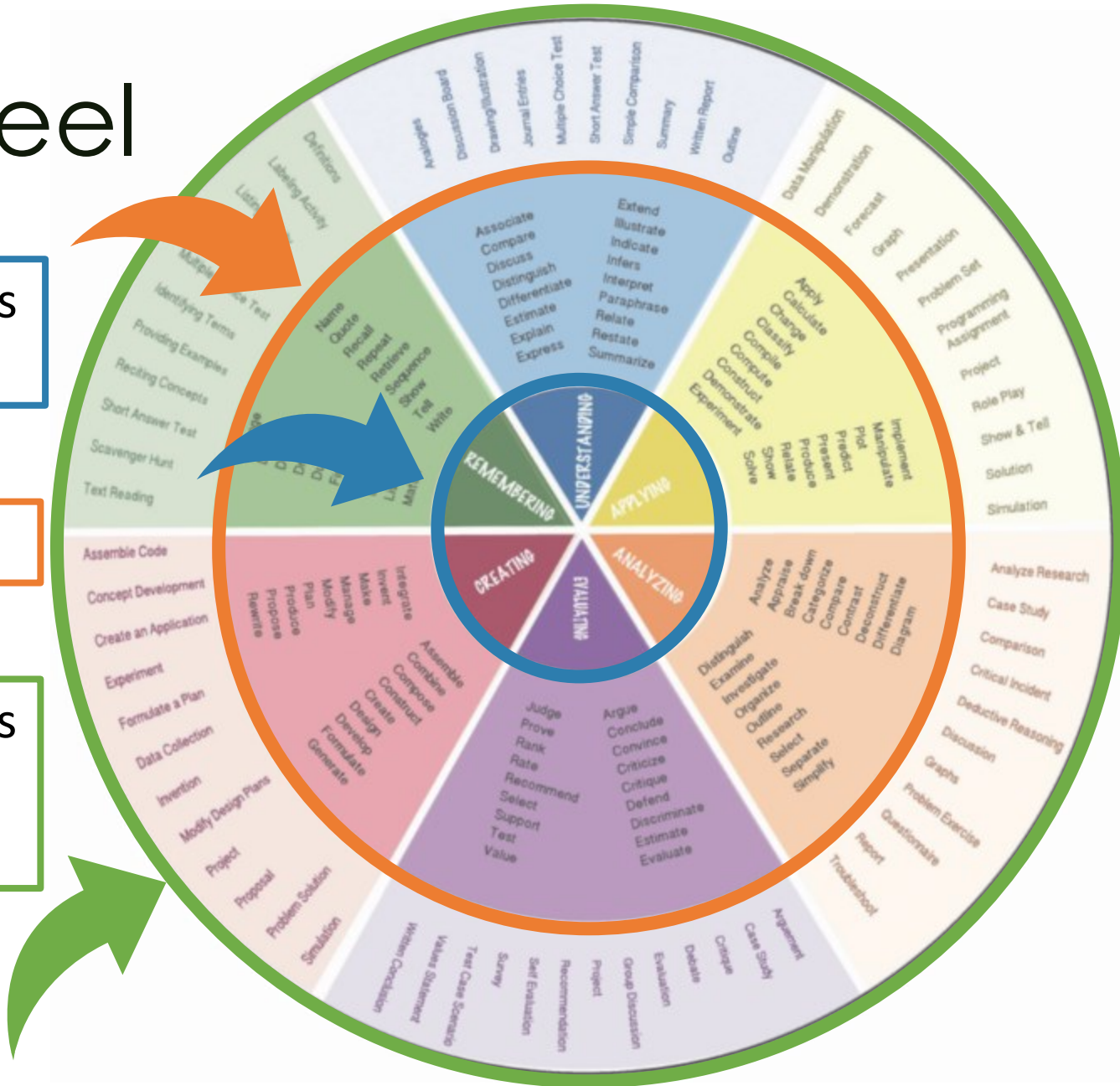


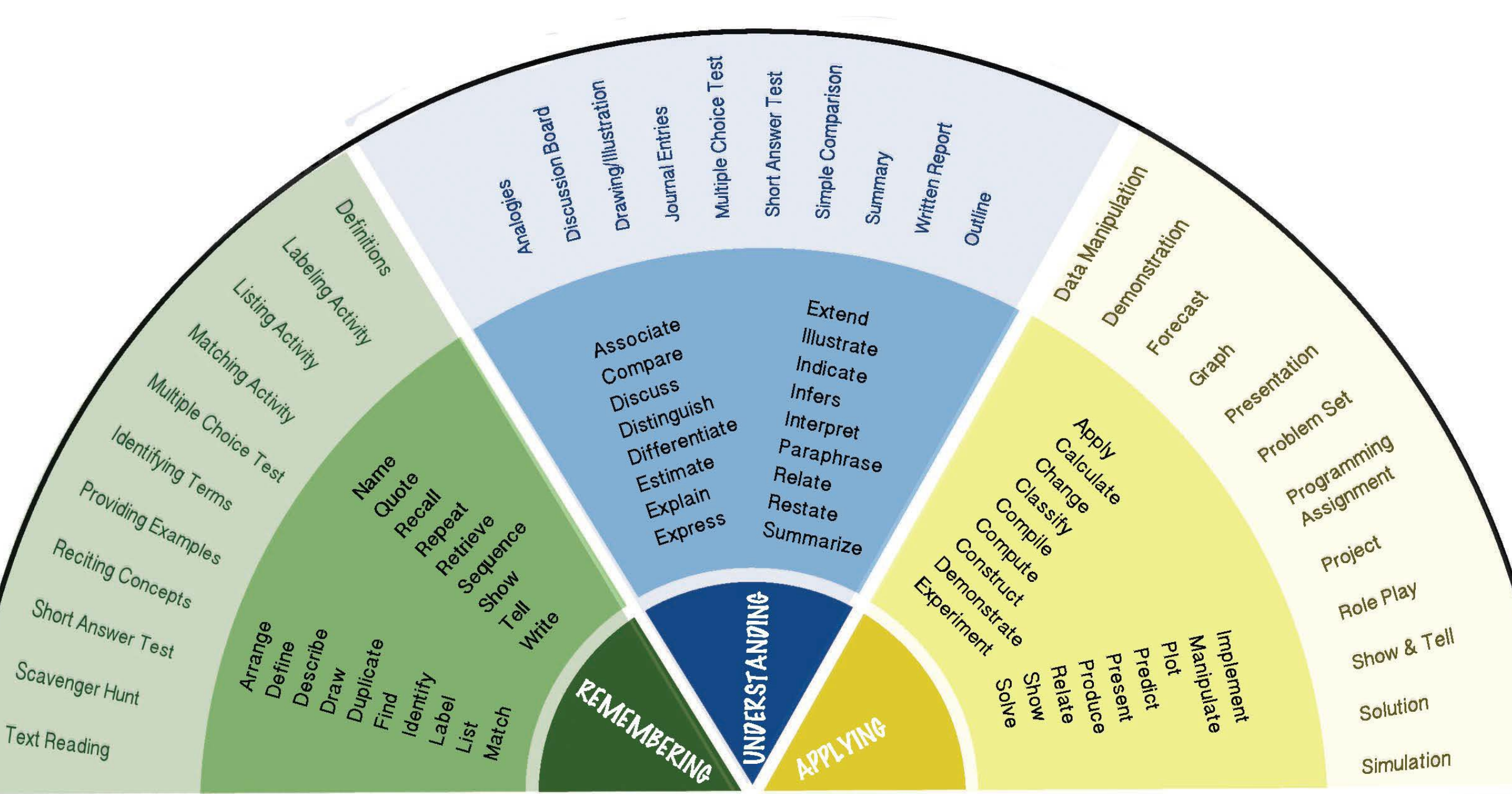
Bloom's Wheel

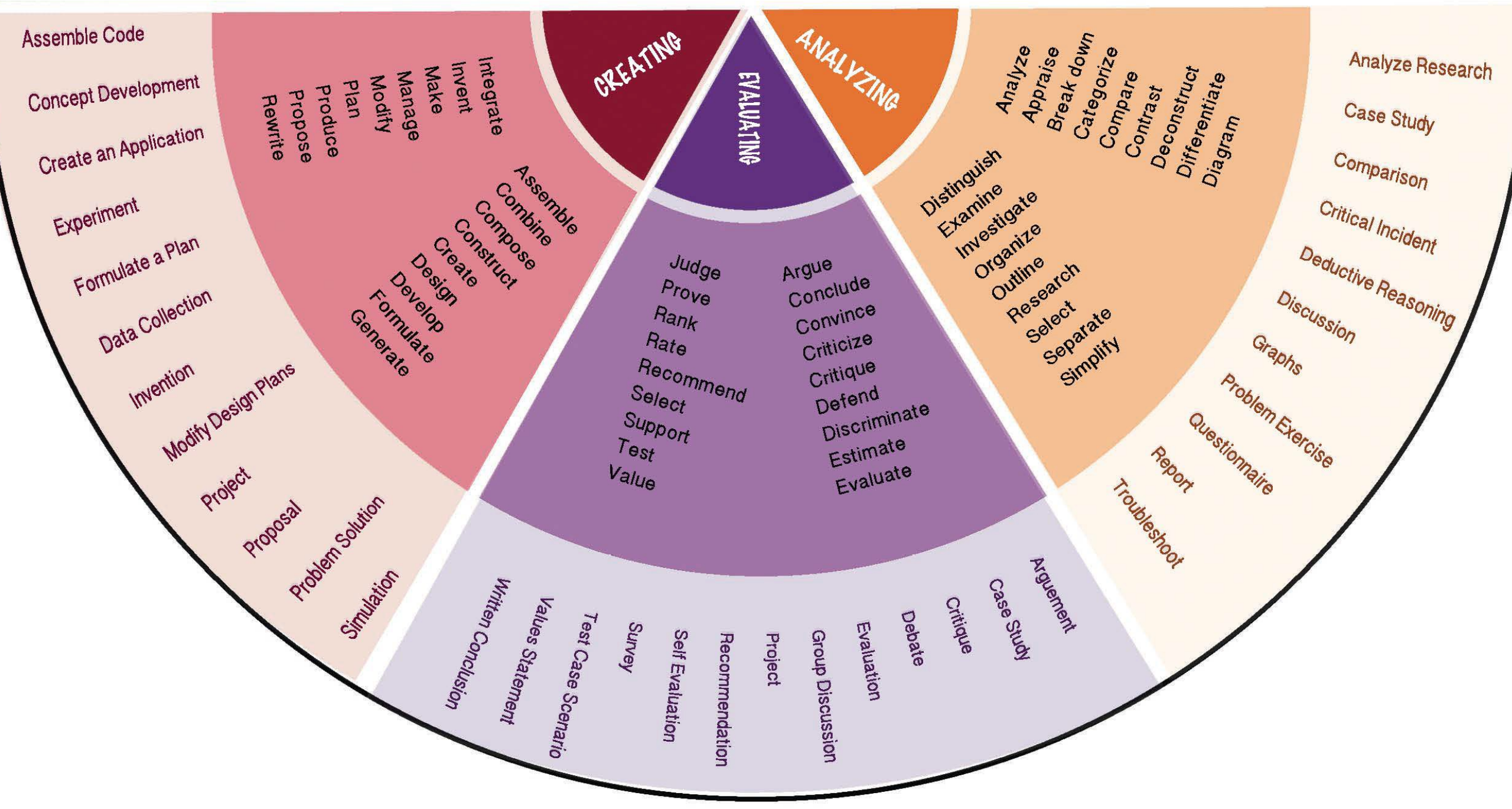
Inside/center circle - Domains of Learning

Middle circle - Action Verbs

Outside circle - Ways students can demonstrate their learning







Connecting the Pieces

- **Objective:**

Demonstrate adding a note to a case.

- **Content:**

Describe the note screen and how it works.

Include the steps for adding a note to a case.

- **Activity:**

Add a note to a case using the practice system.

Add a note to a case using a mocked-up screen in an eLearning.

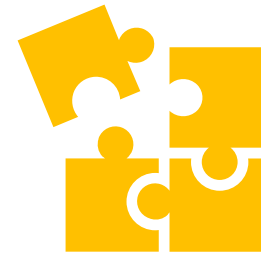
- **Evaluate (test) if learning occurred:**

List the steps for adding a note to a case.

- **Evaluate the training:**

Did the training provide you with the skills to add a note to a case?

Are you able to add a note to a case?



Resources

- **ADDIE**

- ATD TDBoK™ Guide: Talent Development Body of Knowledge
- <https://community.articulate.com/blog/articles/an-introduction-to-the-addie-model-for-instructional-designers/1116431>
- <https://elmllearning.com/hub/instructional-design/addie-model/>

- **Bloom's Taxonomy and Objectives**

- <https://ep.jhu.edu/wp-content/uploads/2020/10/ep-blooms-wheel.pdf>
- <https://www.theIndacademy.com/post/how-to-use-the-kirkpatrick-4-levels-of-evaluation>
- <https://www.learningeverest.com/blooms-taxonomy-decoded/#content>
- <https://youtu.be/ayefSTAnCR8?si=7M6jGkoF8UabdCg1>
- <https://www.powerschool.com/blog/infographic-blooms-digital-taxonomy-verbs-cheat-sheet/>



Training Delivery Methods

Onsite Instructor-Led Training (ILT) – Training delivered onsite within the state and in-person.

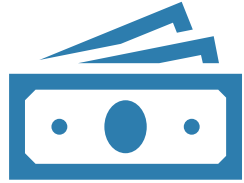
Virtual Instructor-Led Training (VILT) – Training delivered online in real-time with an instructor.

Web-Based Training (WBT) – Training delivered as eLearning modules, usually self-paced, and housed in a Learning Management System (LMS).

Hybrid/Blended Training – Training delivered using a combination of delivery methods.



Initial Considerations



Budget – How much is in the budget for the state to spend on this project



Time – How much time does the state have to complete this project



Scope – What are the project's goals, deadlines, and deliverables



Other Considerations



Health Concerns – How is the state responding to any health issues



State's Request – What does the state want



Technology – How is the state equipped with equipment and technology



Staff – How many staff need to be trained



Onsite Instructor-Led Training

Pro

- Face-to-Face Time
- Audience Engagement
- Known Expectations



Con

- Budget and Time Constraints
- Work-Life Out-of-Balance



Virtual Instructor-Led Training

Pro

- Budget and Time Friendly
- Flexibility
- Learning Accessibility



Con

- Technology Issues
- Audience Disengagement
- Unknown Expectations



Resources

- **Training Delivery Methods**

- ERICSA 2024 presentation - Pros/Cons of Virtual Training and Site Support versus In-Person Training and Site Support



Adult Learning Theory



WHAT IS ADULT LEARNING?



1

Focuses on how adults acquire knowledge differently from children

2

Adults are typically self –directed and goal-oriented learners

3

Learning is often problem-centered rather than content oriented

ADULT LEARNING THEORY



- Also known as *andragogy*
 - Theory proposed by **Malcolm Knowles**
 - “Father” of Adult Learning Theory
-



MATTHEW KNOWLES

ADULT LEARNING THEORY

The theory emphasizes that adult learners are autonomous, self-directed, and motivated by practical, real-world applications of knowledge. This theory recognizes that adults bring prior experiences to the learning process and are focused on learning that helps them solve problems, achieve goals, and improve their personal or professional lives.

Adult Learning Theory

Key Principles

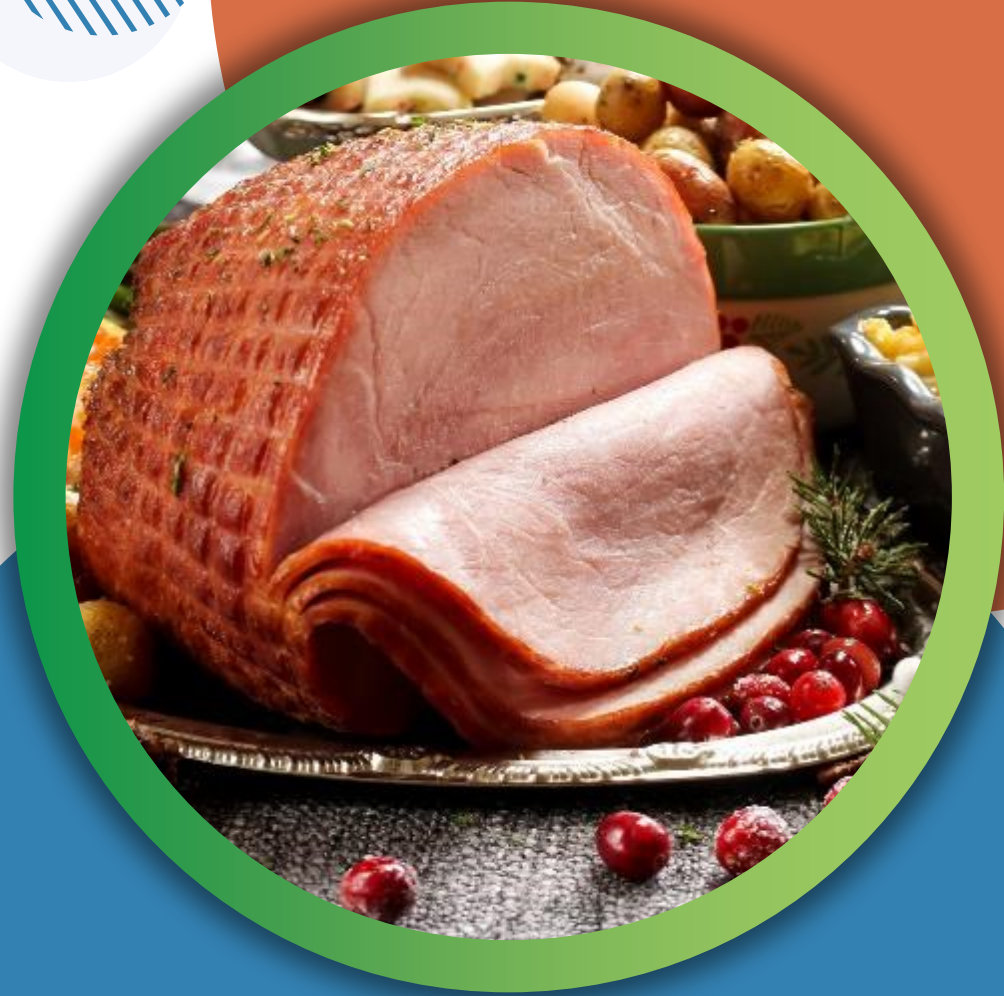


Grandma and Ham Story



Why did Grandma

Cut off the ends of the ham?





Psychological Safety



PSYCHOLOGICAL SAFETY



Psychological Safety is about feeling safe to open up.

Psychological Safety

In the Classroom

A learning environment where students feel comfortable taking risks, asking questions, making mistakes, and sharing their ideas without fear of judgment or negative consequences.



Benefits of Psychological Safety in the Classroom



Increased Student Engagement



Enhanced Learning and Performance



Promoted Creativity and Innovation



Stronger Relationships



Improved Well-Being

How to Build Psychological Safety in the Classroom

- Model vulnerability
- Promote open communication and feedback
- Establish clear expectations and classroom norms

- Foster A Growth Mindset
- Provide Constructive Feedback
- Celebrate Successes and Efforts
- Use inclusive language and practices

- Facilitate collaborative learning
- Infuse joy and fun
- Regularly check in with student

Gradual Release of Responsibility Model



GRADUAL RELEASE OF RESPONSIBILITY MODEL

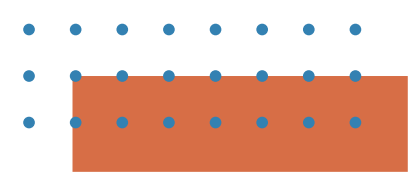


An instructional framework designed to promote student independence and competence in learning.

What It Looks Like...

The **Gradual Release of Responsibility** (GRR) is an instructional model that shifts responsibility for learning from the teacher to the student over time. It's a structured approach where the teacher initially models a task, then gradually provides less support as the student's competence increases, ultimately leading to independent practice.





Benefits of Gradual Release

- Enhanced Understanding
- Student Independence
- Effective Communication
- Skill Retention





Key Takeaways

- Adult Learning Theory
- Recognize prior knowledge (adults vs. children)
- Psychological Safety
- Gradual Release Of Responsibility

References

- <https://elearningindustry.com/the-adult-learning-theory-andragogy-of-malcolm-knowles>
- https://www.instagram.com/reel/C_L1_EIBT9V/
- <https://hbr.org/2023/02/what-is-psychological-safety>
- <https://www.continentalpress.com/blog/gradual-release-model-ela-strategy/>



Training Delivery Techniques



Delivery technique should engage all learning styles



Kinesthetic



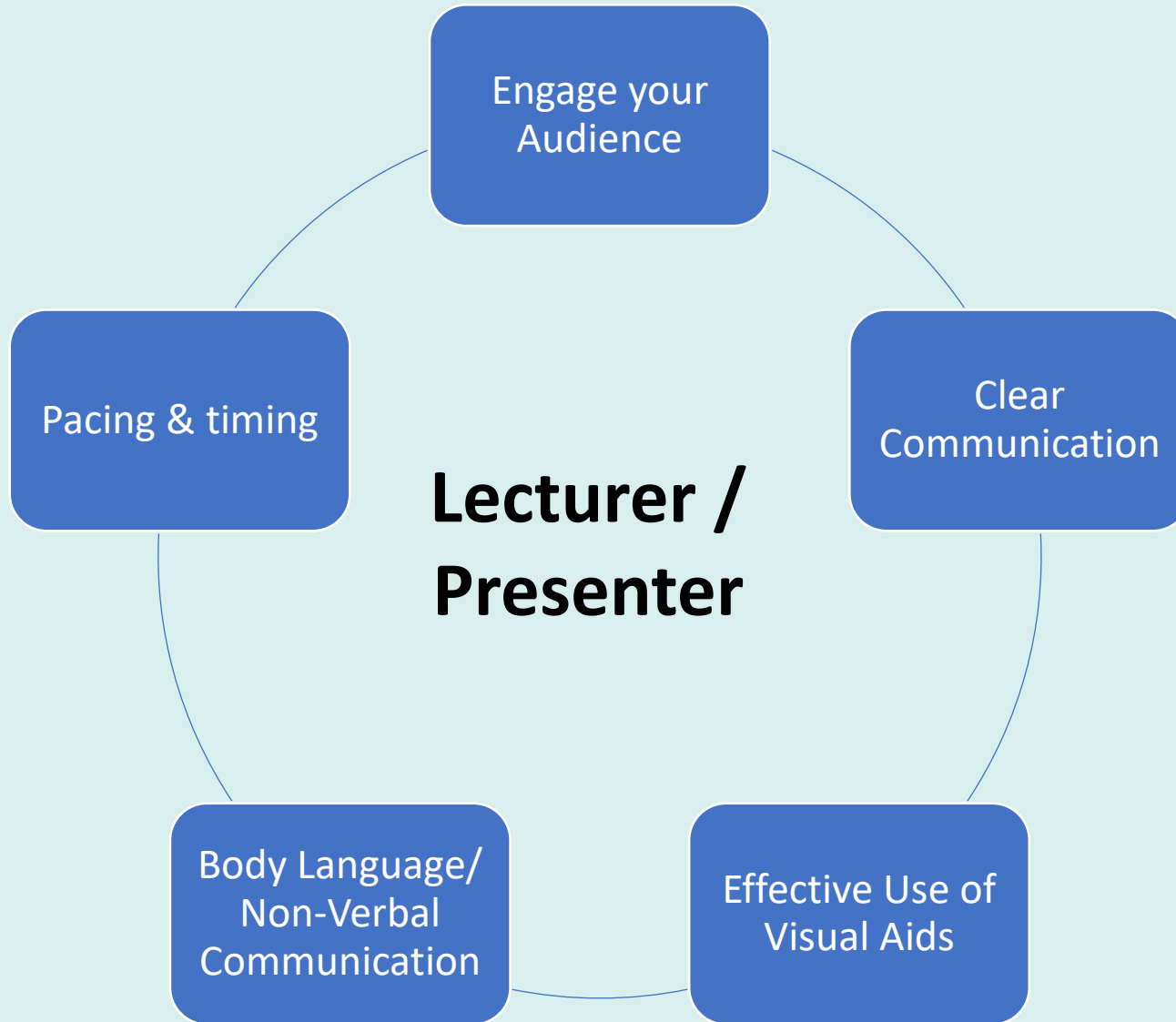
Auditory



Visual



Training Delivery Techniques



Storytelling



Know your Audience



Clear Objectives



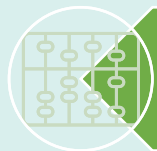
Structure



Vivid Imagery



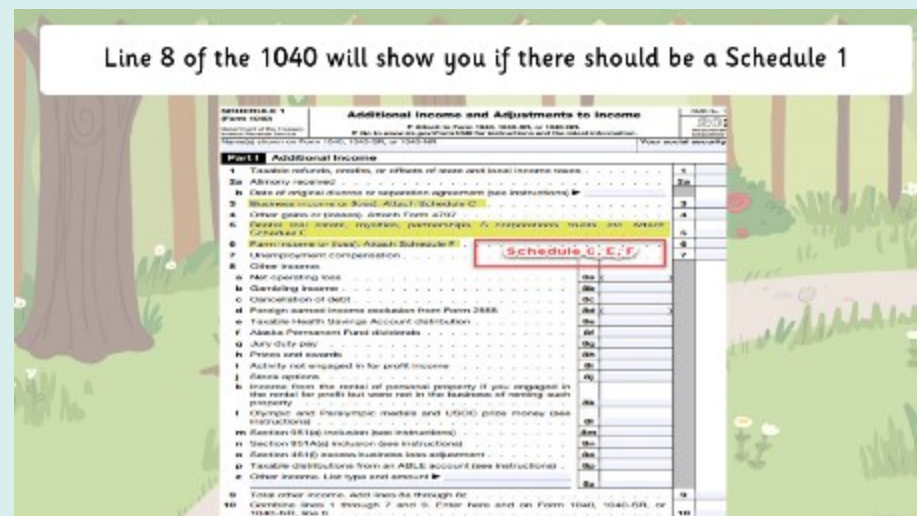
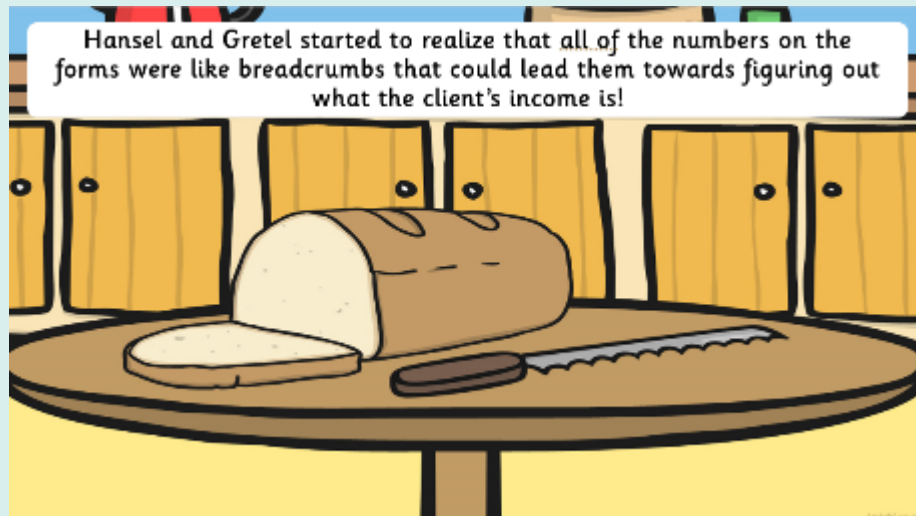
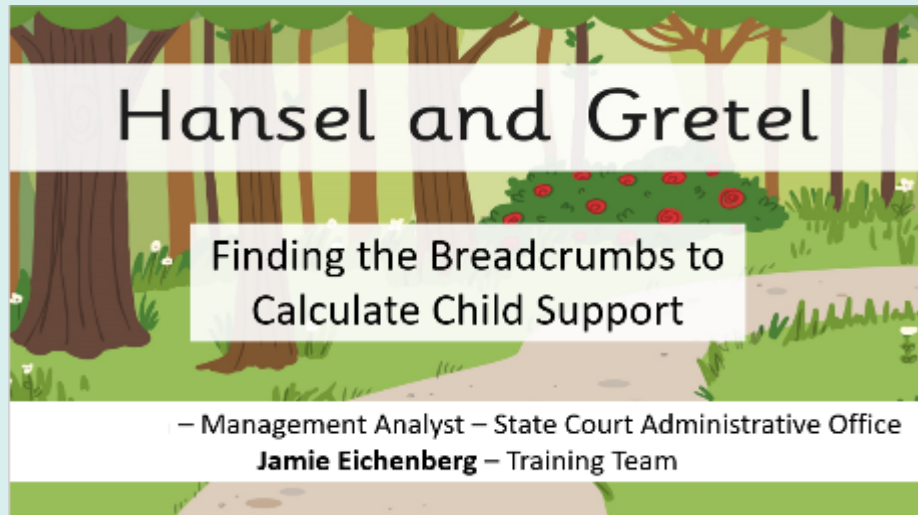
Emotional Connection



Practicality



Storytelling Examples



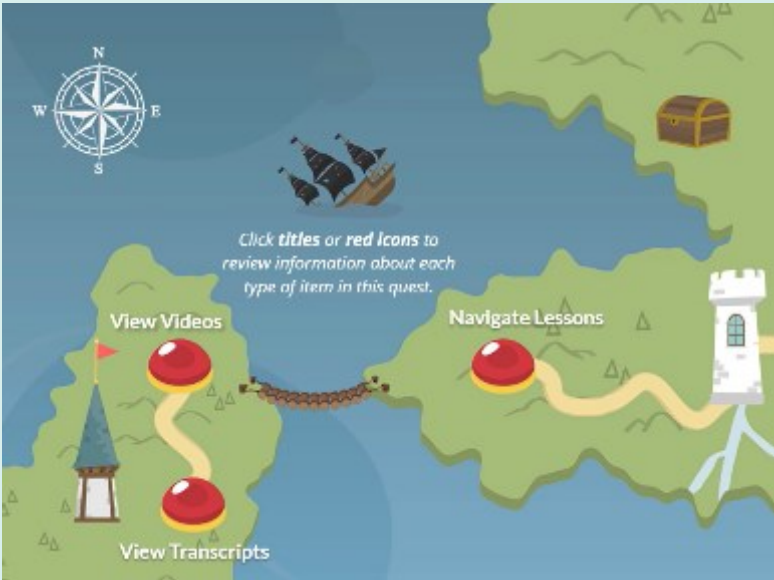
Gamification



- Why?
 - Increases motivation and engagement
 - Improves knowledge retention
 - Encourages repetition and skill mastery
 - Makes training interactive



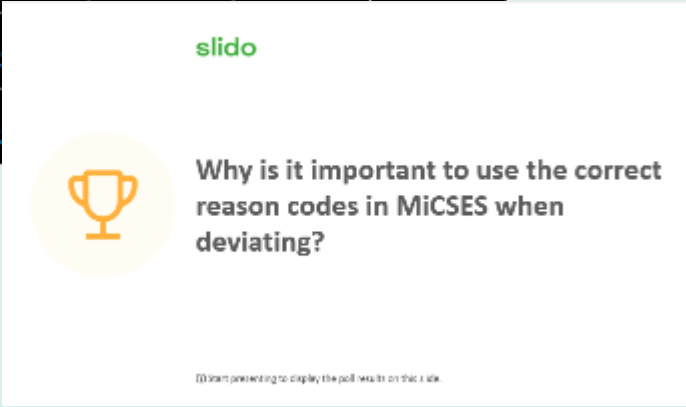
Gamification Examples



- C&S Quest

INCOME and DEVIATIONS	GOVERNMENT BENEFITS	IMPUTATION	POTPOURRI	HEALTH CARE	2025 MCSF CHANGES
\$100	\$100	\$100	\$100	\$100	\$100
\$200	\$200	\$200	\$200	\$200	\$200
\$300	\$300	\$300	\$300	\$300	\$300
\$400	\$400	\$400	\$400	\$400	\$400
\$500	\$500	\$500	\$500	\$500	\$500

- Jeopardy



- Scavenger Hunt

- Escape Room



Microlearning

Short bursts of content (5 – 15 minutes)	Cover just one specific topic or skill
Ideal for just-in-time learning or quick refreshers	Onboarding new employees
Engages modern learners	Tik Tok learning
Keep content concise and relevant	Add micro-assessments (one question assessments) throughout
Use multimedia for engagement	Sound and video, a story line, a theme



Training Delivery Techniques



- Learning, Retention, Transferability
 - Learning - understand what you are training
 - Recollect & Able to do it again later on their own
 - Apply to different situations (transferability)



References

- Walsh, B. E. (2011). *Vak Self-audit: Visual, auditory, and kinesthetic communication and learning styles: Exploring patterns of how you interact and learn*. Walsh Seminars Pub. House.



Workshop Activity Instructions

1. Review the handout *Build Out Your Training* and write down your thoughts.
2. Get into groups of 2 or 3.
3. Introduce yourself.
4. Discuss and evaluate with your partner(s) your training event.
5. Switch - Allow your partner to share their training event.
6. Ask questions!



Questions to Consider	Your Training
WHAT – What is the training topic? <i>Example: Introduction to the Child Support Program</i>	
WHY – Why is training necessary? Are you sure it is necessary? <i>Example: The state has new hires who need to learn about the child support program.</i> Analyze, Evaluate	
WHO – Who is the audience? Has the audience been identified or do you need to do a Training Needs Assessment (TNA) and determine the audience? <i>Example: New hires</i> Analyze, Evaluate	
WHERE – Is the training in-person onsite, in-person virtually, elearning, or hybrid? Is this something that needs to be determined through the TNA? <i>Example: Hybrid per the state request</i> Analyze, Design, Evaluate	
WHEN – What is the time frame? When does the training need to be ready to deliver and when does the training need to be completed? <i>Example: Completed and delivered in 6 months</i> Analyze, Design, Develop, Implement, Evaluate	
HOW – How is the content going to be developed? Are you including scenarios, practice, team-based learning, gamification? <i>Example: As engaging as it can be</i> Design, Develop, Implement, Evaluate	

Wrap-Up & Review

- Trust in your **SKILLS** and be open to learn *more!*
- Apply **TIPS** like ADDIE, determining delivery methods, adult learning theory, and delivery techniques to create meaningful learning events.
- Use **REINFORCEMENT** techniques to assist with retention and engagement.
- Practice the **TRICKS** for building trainings.



Thank
You

