


Keeping Up with What's Going Down:

Effective Professional Development & Supervision Strategies for Parent Center Staff

STRENGTHENING Parent Center CAPACITY




Topics for Today

UPDATES: How can Parent Center staff keep current with new information coming out all the time?


COMMUNICATION: How can we ensure that Parent Center staff are aware of new resources, case law, OSEP guidance and policy letters, state complaint decisions, and other developments that influence the information parents need?

TRAINING: What are some effective/cost-effective/time-effective strategies to make sure Parent Center staff "keep up with what's going down?"

OVERSIGHT: How can supervisors monitor the extent to which "line staff" are up-to-date on federal and state laws, policies, etc.?




STRENGTHENING Parent Center CAPACITY



UPDATES:


How can Parent Center staff keep current with new information coming out all the time?

STRENGTHENING Parent Center CAPACITY


 **Sources of Updates/Information**

Websites

- Parentcenterhub
- Other PTACs
- US agencies
- State agencies
- Disability & advocacy groups
- State nonprofit management centers



STRENGTHENING Parent Center CAPACITY


 **Sources of Updates/Information**

E-Newsletters:

- CPIR Buzz from the Hub
- RPTAC
- Military & Native American PTACs
- State agencies
- Disability & advocacy groups




STRENGTHENING Parent Center CAPACITY


 **Sources of Updates/Information**

Groups/Listserve:

- OSEP Ideas That Work Collaboration Spaces
- Workplaces
- Facebook
- Twitter




STRENGTHENING Parent Center CAPACITY


 **Sources of Updates/Information**

Blogs:

- US ED & others
- Exceptional Parent
- The Film Collaborative (Dan Habib)




STRENGTHENING Parent Center CAPACITY

 **Other Sources**

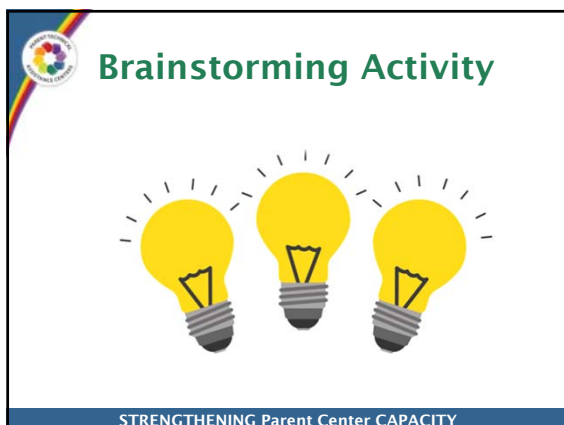
- Regional Community of Practice
- Parent Center Hub Workgroups
- Professional organizations
- Other?

STRENGTHENING Parent Center CAPACITY


 **Assigning responsibility for gathering updates**

- Executive Director
- Training Director/Coordinator
- Individual Assistance Director/Supervisor
- Identified staff member(s)
- Volunteer(s)
- Partner(s) – P&A, Coalition, etc.
- Others?

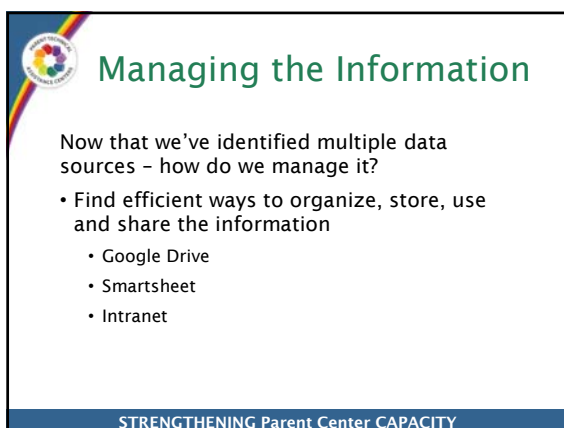
STRENGTHENING Parent Center CAPACITY



Brainstorming Activity



STRENGTHENING Parent Center CAPACITY

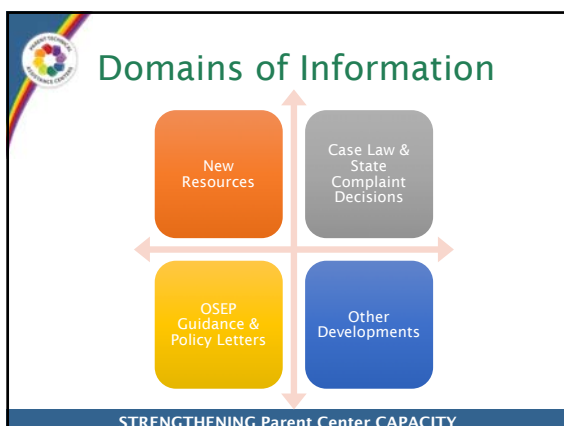


Managing the Information


Now that we've identified multiple data sources - how do we manage it?

- Find efficient ways to organize, store, use and share the information
 - Google Drive
 - Smartsheet
 - Intranet

STRENGTHENING Parent Center CAPACITY



Domains of Information




STRENGTHENING Parent Center CAPACITY



Questions | Discussion




STRENGTHENING Parent Center CAPACITY



COMMUNICATION:

How can we ensure that Parent Center staff are aware of new resources, case law, OSEP guidance and policy letters, state complaint decisions, and other developments that influence the information parents need?

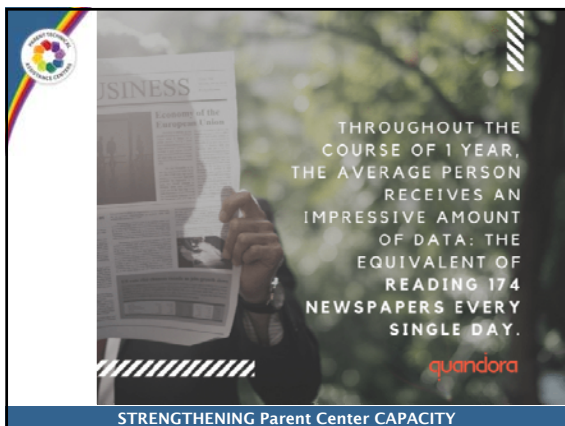
STRENGTHENING Parent Center CAPACITY



Knowledge Sharing

- Knowledge sharing is an activity through which knowledge (namely, information, skills, or expertise) is exchanged among people, friends, families, communities, or organizations.
 - Knowledge shared by individuals (ie: a video shared on Facebook or YouTube)
 - Knowledge shared by organizations (ie: the RSS feed of an online weather report)
 - Knowledge shared between colleagues (ie: resources for families or a new data report)

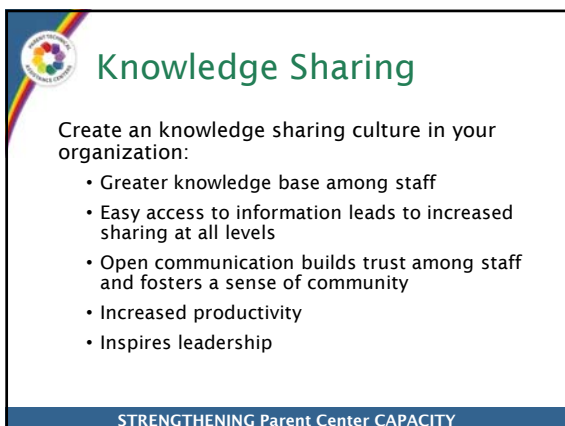
STRENGTHENING Parent Center CAPACITY



THROUGHOUT THE COURSE OF 1 YEAR, THE AVERAGE PERSON RECEIVES AN IMPRESSIVE AMOUNT OF DATA: THE EQUIVALENT OF READING 174 NEWSPAPERS EVERY SINGLE DAY.

quandora

STRENGTHENING Parent Center CAPACITY

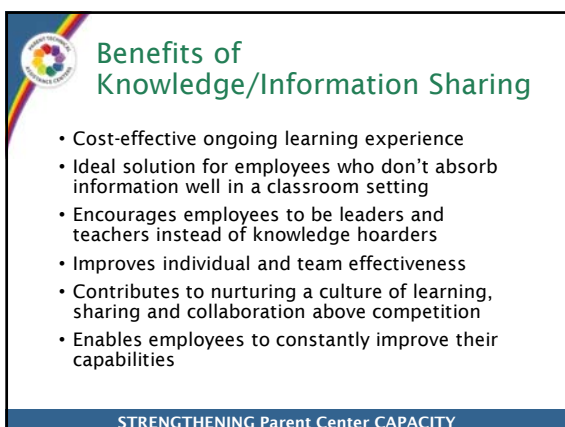


Knowledge Sharing

Create an knowledge sharing culture in your organization:

- Greater knowledge base among staff
- Easy access to information leads to increased sharing at all levels
- Open communication builds trust among staff and fosters a sense of community
- Increased productivity
- Inspires leadership


STRENGTHENING Parent Center CAPACITY



Benefits of Knowledge/Information Sharing

- Cost-effective ongoing learning experience
- Ideal solution for employees who don't absorb information well in a classroom setting
- Encourages employees to be leaders and teachers instead of knowledge hoarders
- Improves individual and team effectiveness
- Contributes to nurturing a culture of learning, sharing and collaboration above competition
- Enables employees to constantly improve their capabilities


STRENGTHENING Parent Center CAPACITY



Informal Information Sharing

- Informal information sharing can help to build a sense of social connectedness, particularly for companies with remote workers.
- Informal knowledge sharing can and should be an everyday activity.

STRENGTHENING Parent Center CAPACITY



Tips for Improving Information Sharing

- Develop and maintain an information sharing platform
- Transparency avoids information “hoarding”
- Maintain opportunities for face to face interactions
- Engage staff in conversation
- Seek out personal stories

<http://enterprise-communication-hub.com/6-ways-to-create-a-knowledge-sharing-culture-at-workplace/>


STRENGTHENING Parent Center CAPACITY



Knowledge Sharing Platform

A management **platform** which connects an organization, enabling colleagues to share **information** and collaborate instantly in a secure and social environment.


STRENGTHENING Parent Center CAPACITY



Information Sharing Platform

- Accessible by staff at all levels
- Easily searchable
- Mobile access
- Integrates with other software/platforms
- Reporting or analytical features

STRENGTHENING Parent Center CAPACITY




Increased Information Sharing

Increase information/knowledge sharing by asking:

- Who else has access to this resource/report?
- Who else can benefit from this information?
- How did this project/activity help you?
- Have you discussed this information with others?
If so, what was the feedback?


STRENGTHENING Parent Center CAPACITY




Strategies to Share Information/Updates

- Consistent use of **one** platform to store information
- Use of multiple modalities to disseminate information
 - Weekly calls with staff who provide info/assistance to families
 - Formal staff development at intervals throughout the year (in-person & virtual)
 - On-line collaboration meetings
- Share information on both a defined schedule and intermittently

STRENGTHENING Parent Center CAPACITY

 **How to prioritize updates**

- Who is involved in identifying priorities?
- What criteria are used to prioritize?
- Do different staff need different updates?
- Other?



STRENGTHENING Parent Center CAPACITY

 **Group Activity**




STRENGTHENING Parent Center CAPACITY

 **Questions | Discussion**




STRENGTHENING Parent Center CAPACITY



TRAINING:

What are some effective/cost-effective/time-effective strategies to make sure Parent Center staff “keep up with what’s going down?”


STRENGTHENING Parent Center CAPACITY



Why is Professional Development Important to Staff?

- Develop new skills
- More capable team members
- Supports succession planning
- Improves:
 - Productivity
 - Retention
 - Recruitment

STRENGTHENING Parent Center CAPACITY




Professional Development

“Education is a highly social activity. Humans learn by modeling the behavior and internalizing the experiences of others. When people learn in social settings they retain information better.”

- Reid Hoffman, co-founder and executive chairman of LinkedIn


STRENGTHENING Parent Center CAPACITY



Professional Development Plan

- Seeks to identify and address the necessary skills and resources to support the organization's operational needs and staff career goals.
- Sets out the goals, strategies and outcomes of learning and training
- Plans vary between individual staff

STRENGTHENING Parent Center CAPACITY




Things to Consider

Best practices when creating a staff development program:

- Use multiple modalities
 - In Person
 - On line webinars in real time
 - Online learning (Google Classroom)
 - Knowledge sharing
- Reward learning
 - Staff evaluations
 - Leadership opportunities

STRENGTHENING Parent Center CAPACITY




Leadership Opportunities

Purpose: Build capacity to lead within the group, not confined to senior staff members

Strategy: Rotate line staff to attend professional development opportunities and then provide them with the opportunity to summarize and inform the entire group

Example: Henry went to the ICE - Immigrant Rights presentation, which he summarized and presented to the staff group

STRENGTHENING Parent Center CAPACITY




Leadership Opportunities

Purpose: Expand pockets of expertise

Strategy: Identify primary & secondary staff who can develop more intensive expertise in particular areas

Example: Garima attended transition webinars (her area of interest) and reported back to the group. When the Transition Coordinator was on family leave, she was the logical choice to coordinate the SPAN Dare to Dream transition conferences effort

STRENGTHENING Parent Center CAPACITY




Leadership Opportunities

Purpose: Emphasize that everyone is important and has something to contribute

Strategy: Offer opportunities for staff members to take responsibility for some aspect of the work on a topic of their expertise

Example: Susan's knowledge of ADHD- even as the newest PTI staff member, she was able to add to our existing PTI Brief on ADHD, displaying her competence and adding value to the team

STRENGTHENING Parent Center CAPACITY




Leadership Opportunities

Purpose: Provide general opportunities for line staff to lead

Strategy: Develop the team as a group of leaders supporting one another


Example: Staff had a choice to attend OSEP calls - High Expectations and IEPs, or Alternatives to Guardianship. We had a follow up call to share what we learned.


STRENGTHENING Parent Center CAPACITY

 **Things to Consider**


- Make in-person trainings engaging - use varying methods:
 - Instructor led
 - Peer to peer
 - Coaching/mentoring
- Train everyone on basic organizational processes and procedures
- Survey staff for input prior to development


STRENGTHENING Parent Center CAPACITY

 **Group Activity**




STRENGTHENING Parent Center CAPACITY

 **Questions?**




STRENGTHENING Parent Center CAPACITY



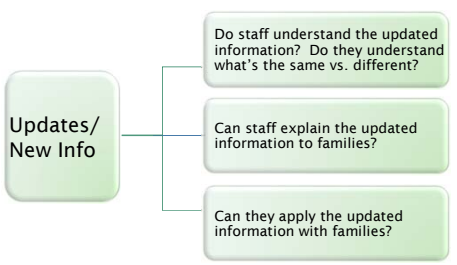
OVERSIGHT:

How can supervisors monitor the extent to which “line staff” are up-to-date on federal and state laws, policies, etc.?

STRENGTHENING Parent Center CAPACITY




How can we ensure understanding & use of updated information?



Updates/
New Info


- Do staff understand the updated information? Do they understand what's the same vs. different?
- Can staff explain the updated information to families?
- Can they apply the updated information with families?

STRENGTHENING Parent Center CAPACITY




How do we know?

- “Tests” following training
- Practice with scenarios
- Supervision – direct observation; review of CMS records
- Self-assessment
- Feedback loops
- Other?



STRENGTHENING Parent Center CAPACITY


 **Learning Outcomes**


Measure in four dimensions:

1. Knowledge outcomes
2. Skills outcomes
3. Attitudes and values outcomes
4. Behavioral outcomes


What learning outcomes have you found useful in your center?

STRENGTHENING Parent Center CAPACITY

 **Brainstorming Activity**



STRENGTHENING Parent Center CAPACITY

 **Planning Essentials**

Finding updates	Specific steps to gather updated information critical for staff
Disseminating updates	Specific steps to ensure staff are provided updated information
Ensuring understanding	Specific steps to ensure staff understand the updated information
Ensuring application	Specific steps to ensure staff can and do apply the updated information

STRENGTHENING Parent Center CAPACITY



Questions?



STRENGTHENING Parent Center CAPACITY



STRENGTHENING Parent Center CAPACITY
