



“ONLINE VOLUNTEER TRAINING”

Creating an experience, they won't forget!

Presenter:

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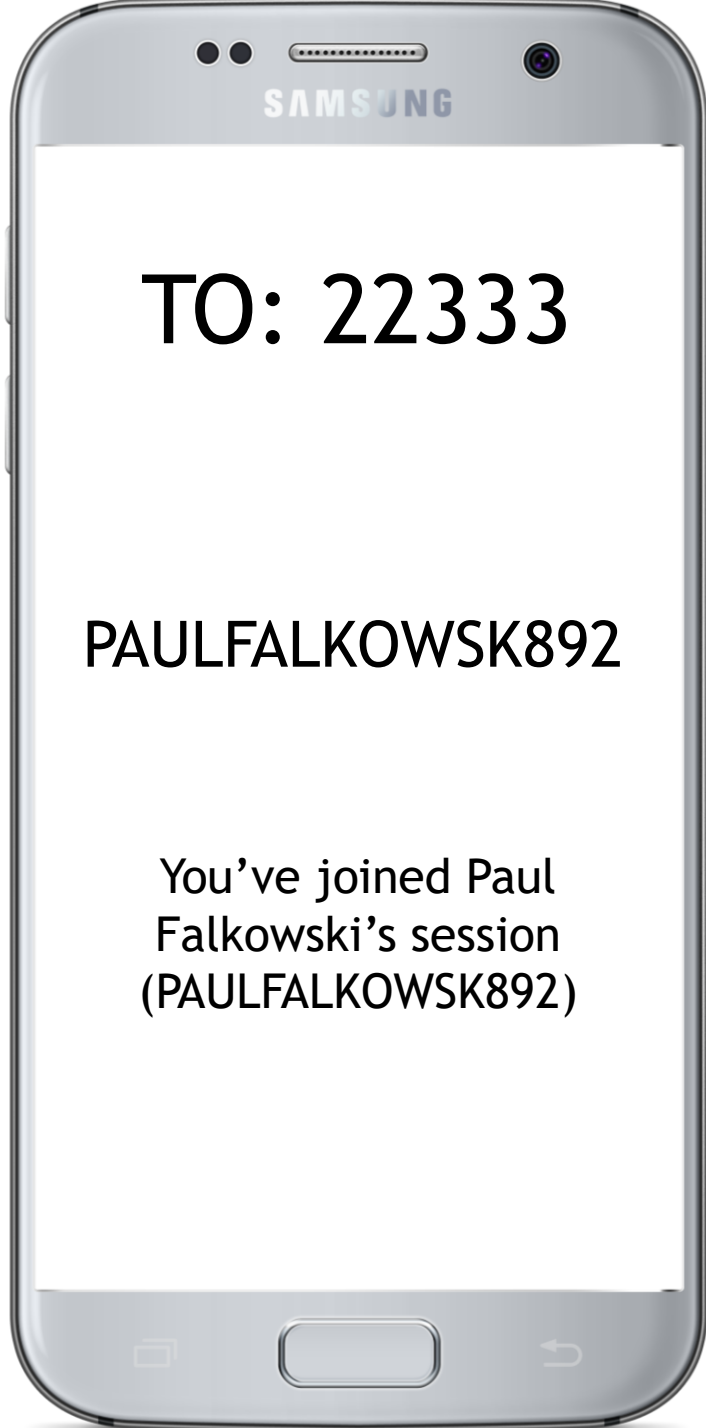
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One word to describe your day!



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Do you offer your volunteer training online?

Yes

No

In the planning stages...

Thinking about it...

None of the above

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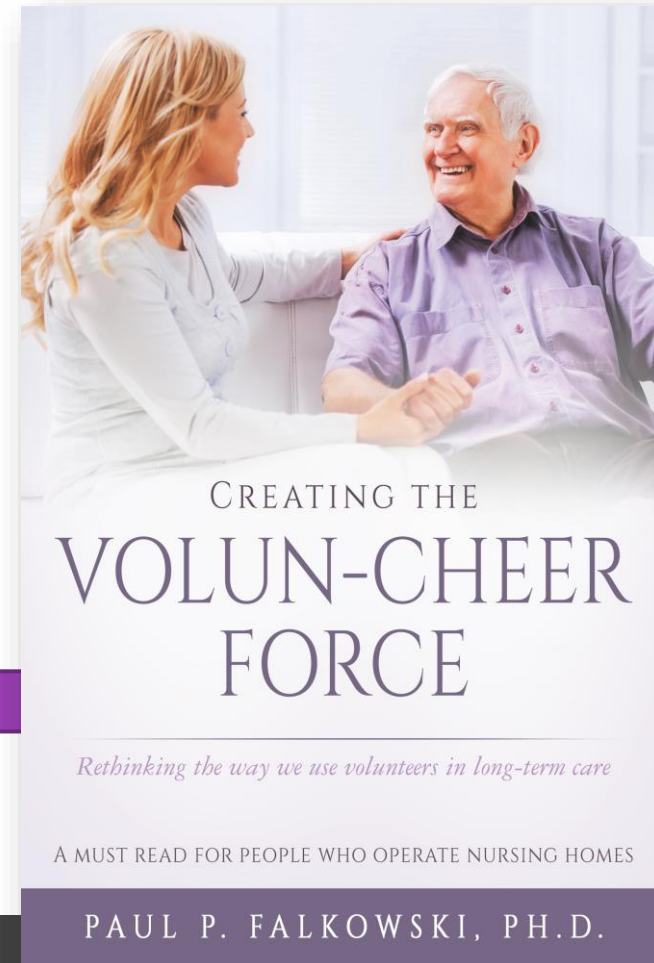
What platforms are you using for your online training?

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A brief introduction



A brief introduction

Overview



- What is “immediacy” and how it is created in online training
- Designing and launching training modules that promote learning and retention
- Activities appropriate and effective for the online environment
- Creating and documenting meaningful learning assessments

Training with Impact!



Training with Impact! Think about a training session that you really liked. Why did you like it?

“IMMEDIACY”

What is it?





WHY IS CREATING “IMMEDIACY” IMPORTANT?



How do you create “immediacy” in the online environment?



endless
bloviating
boring powerpoint
dull onboarding text
lacking on depth passive
slides



Training
is NOT...



Training is...

Active
Discussion
Positive Teamwork
Questions
Engaging
Roleplay
Feedback
Practice



CREATING ONLINE “IMMEDIACY”



Creating “Immediacy”

🏃 Be available!

🏃 24 hours during the
week

🏃 48 hours on weekends

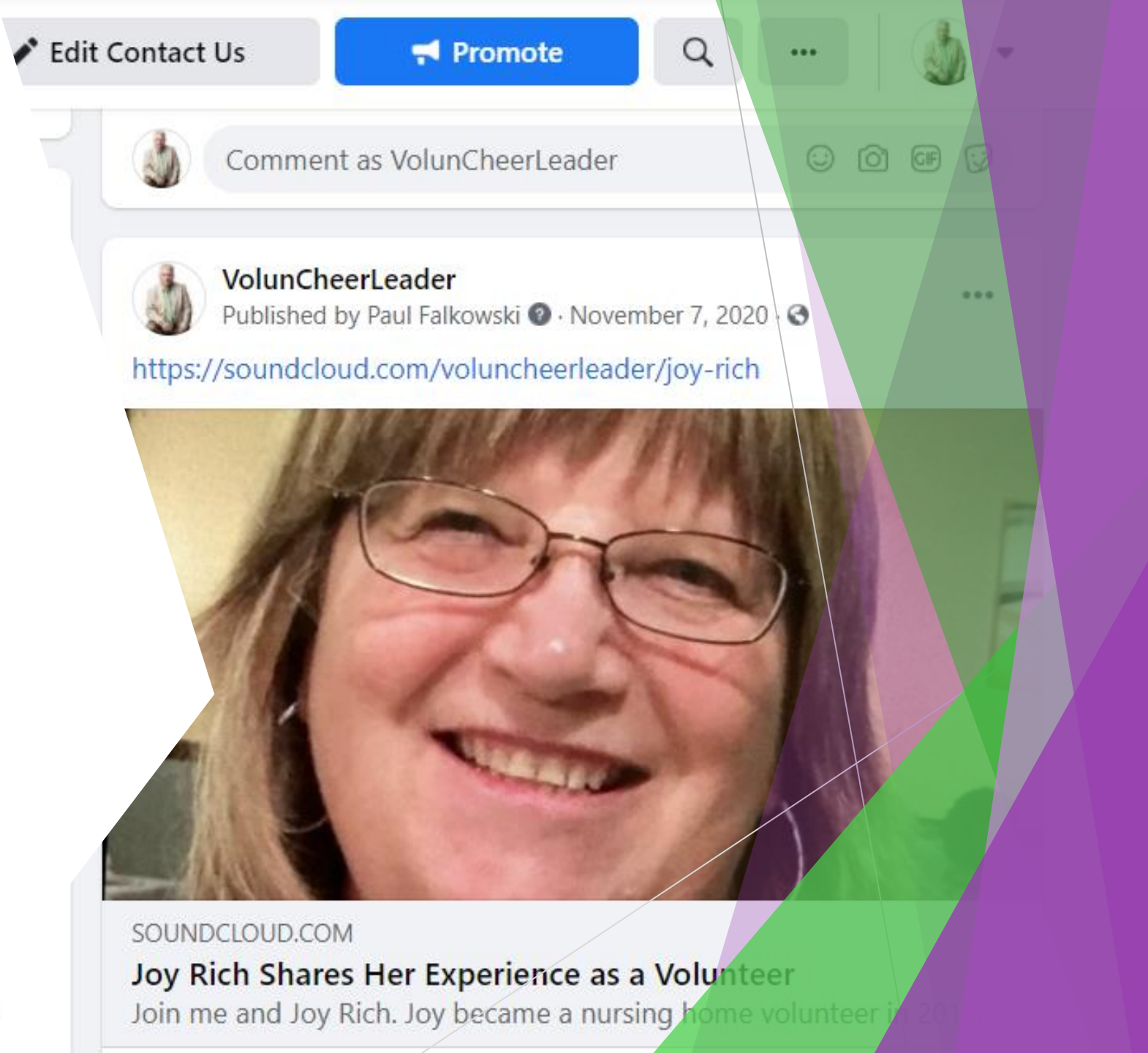


y 2021, 10:00 AM

Use video!



GIVE YOUR VOLUNTEERS THEIR OWN PAGE!





PERSONALIZE FEEDBACK!

TWO HEADS
ARE BETTER
THAN ONE!



HOW ARE WE DOING?



Sense of Community	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I felt excited about the training	✓				
There is not much interaction with the trainer					✓
I felt the training was learner-centered	✓				
I feel there is no sense of group identity					✓
I do feel connected to other volunteer trainees	✓				
I do not feel connected to the trainer					✓
I do not feel a spirit of community				✓	
I feel isolated in this environment				✓	



CREATIVE THINKING!

Questions?

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DESIGNING FOR LEARNING!



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Have you designed online training?

Yes

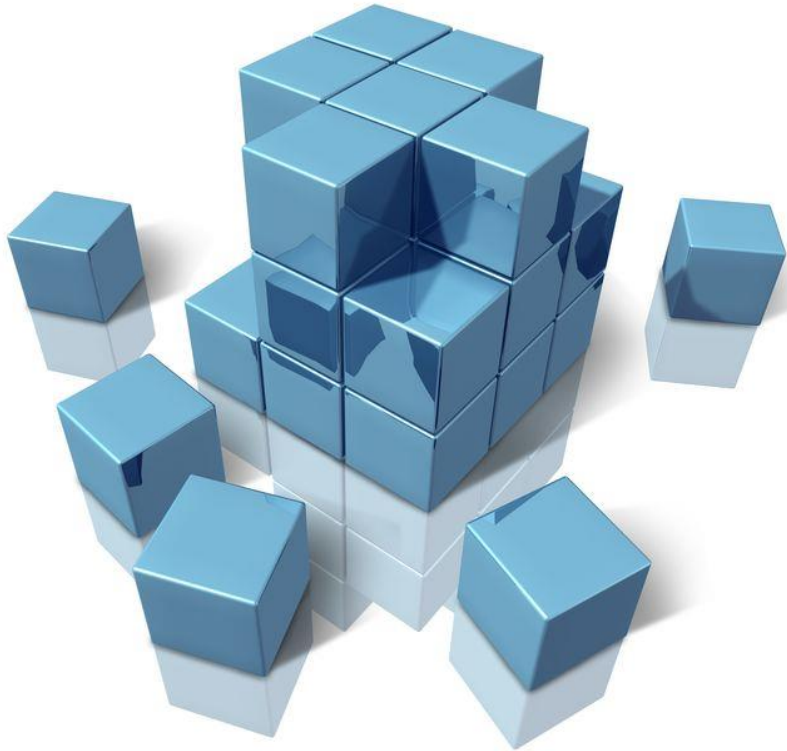
No

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THINK MODULES...





Identifying negative stereotypes and images

Interpersonal skills
(creating “authentic” relationships)

Verbal & Nonverbal communication techniques

Recognizing changes in residents that are inconsistent with their normal behavior

Appropriate responses to resident behaviors

Accountability - appropriate dress, logging hours/documenting visits, having to miss visits.

HIPAA/Safety/Infection control/wheel-chair technique

Suggested training topics



Designing a Module

Learning Assessment

- Develop a means to measure trainee learning
 - Quiz
 - Reflection
 - Short essay questions
 - "What are you taking with you from this module?"
 - What changes will you make in your approach to older adults?
 - What did you find surprising?
 - Demonstrate mastery of a skill
- Document the trainee's responses to be kept on file

Discovery

- Introduce the topic to the group
- Develop an opening activity related to the topic to generate buy-in from the group
 - Small group discussions
 - Role playing
 - Case study
 - Pop quiz
 - Physical movement activities
 - Games
 - Your idea!
- Rationale for the opening activity

Practice

- Know that you have the information let's:
 - Practice the new skill
 - Role plays
 - Case study
 - Games
 - Movement activities (get people standing & moving)
 - Group discussions or on-the-spot skits
 - Question cards
 - Your ideas!
- Rationale for chosen activity

Information

- Interactive Lecture
 - Inject your own stories relevant to the topic
 - Use flip charts, handouts, demonstrations
 - Pose questions to the trainees during the teaching
 - Aim for 15 – 20 minutes max!
 - Use PowerPoint if necessary
 - Use lots of images, charts
 - Keep text to a minimum on slides
 - Do NOT read your slides to the group
 - Incorporate video examples
- Rationale for chosen method

LET'S TAKE A TOUR...



Designing Modules - Questions?

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ASSESSING LEARNING

MULTIPLE CHOICE QUIZZES -

Assessing learning or
skill at guessing?





Is there anything good about multiple-choice tests?

- Quick and easy scoring
- Can be randomized
- Good for item analysis
- Good for testing memorized facts



What is bad about multiple-choice tests?

- ✧ You may be testing how well your volunteers can guess
- ✧ They are easy to cheat on (not that your volunteers would do that)
- ✧ For people who suffer test anxiety it only exacerbate their anxiety
- ✧ They don't represent real-life

Be creative when designing multiple choice questions!



- Most platforms provide several styles of questions
 - Short _____ (answer)
 - Matching (one of my favorites)
 - Ranking (another favorite)
 - Using images instead of words: “Which image best represents the correct response?”

Alternatives to multiple-choice...



✧ Essay questions

- ✧ Great for demonstrating critical thinking and depth of knowledge

✧ Discussion boards with peer reviews

- ✧ Allows for interaction among trainees as they address a question, scenario, case study.

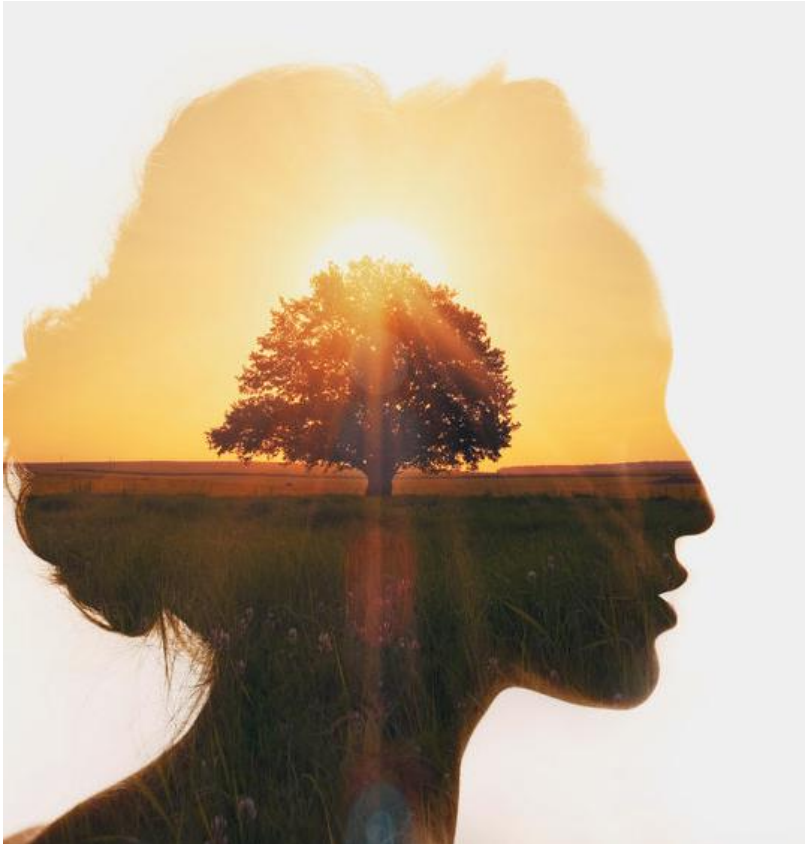
✧ Group projects

- ✧ Creates synergy among volunteers
- ✧ Affords them the opportunity to tackle problems as a team



Ask yourself...

“What do our volunteers
need to know and how will I
know that they know what I
need them to know?”



Give them an
experience that
they will not
forget!



Your questions and comments...

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What is the most important thing you learned today? What is the "Headline" for you?



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