



VSys Voices: Considering online training for volunteers?



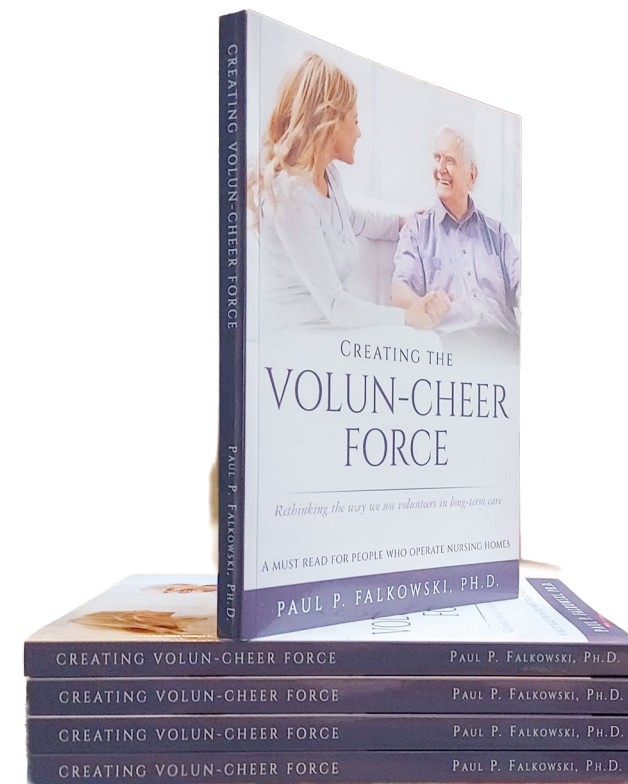
VSys Voices Presenters



Paul P. Falkowski, Ph.D. is an advocate for expanding the role of volunteers in long-term care settings. Using state-of-the-art training techniques, Dr. Falkowski has trained and placed hundreds of volunteers in nursing homes. Paul has recently moved the training program online to make the training accessible to everyone. www.VolunCheerLeader.com



Lisa LaVigna, DM is the Vice President of Business Development & Sales at Bespoke. Dr. LaVigna teaches both in-person and online courses for two colleges: Hudson Valley Community College and Excelsior College and previously conducted workforce development training. She also volunteers for Jazzy Sun Birthdays, organizing and providing birthday parties for children in homeless shelters.





Every Interaction is....

An invitation to
stay or an
invitation to go!





How do we overcome those disadvantages?

- Consider going hybrid
- Utilize your volunteers
- Have more than one “trainer”
- Create engaging content: videos
- Intersperse content aka quiz questions
- Incorporates games
- Use situational questions (more on this soon)
- Short “chunks” or “snippets” vs one long training
- Don’t make them read powerpoints!





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



Assessments – not your grandma’s multiple choice

- Most platforms provide several styles of questions
- Short _____ (answer)
- Matching
- True-False
- Ranking Using images instead of words: “Which image best represents the correct response?”
- Scenarios





Edu-tainment

1. Make it engaging
2. Scenarios / Gamification
3. Focus on most important takeaways
4. Rewards?

What should I do?

I am approached in the hallway by someone asking if I know what room a patient is in. I just saw that patient in the unit I left. What should I do?

Answer: Refer person to nurse's station or information desk.





“ONLINE VOLUNTEER TRAINING”

Creating an experience, they won't forget!

Presenter:

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Thank you for joining us!

