

State of California . Natural Resources Agency . California State Parks

Interpreting to Diverse Audiences

March 7-9, 2017

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

Date: February 16, 2017

To: Supervisor

From: Debbie L. Fredericks, Training Section Chief
Training Section
California State Parks

Subject: Employee Attendance at Formal Training
Interpreting to Diverse Audiences Group 7

An employee from your office will soon be attending the formal training program described in the attached. Please ensure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work. You can assist with capturing the full value of the training by taking the following steps:

Prior to Training

1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Coordinator.
2. Review with the employee the reason for the employee's attendance.
3. Review objectives and agenda with the employee.
4. Discuss objectives and performance expected after the training.

Immediately Following Attendance

1. Discuss what was learned and intended uses of the training.
2. Review the employee's assessment of the training program for its impact at the workplace and review the due date of the Post-Training Evaluation form.
3. Support the employee's use of the training at the work place.

Three Months Following Training

1. Employee after discussion with the supervisor login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.

Thank you for your assistance in seeing that the full benefit of training is realized.



Debbie L. Fredericks
Training Section Chief

Attachment
cc: Participant

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***Mission Statement
Training Section***

***The mission of the Training Section is to improve
organizational and individual performance and
productivity through consulting, collaboration,
training, and development.***

TRAINING SECTION STAFF

Debbie L. Fredericks..... Training Section Chief
Ann D. Slaughter Mott Training Center Manager
Jack Futoran EMS and LFG Training Coordinator
Jeff Beach..... Training Consultant
Dave Galanti Training Consultant
Karyn Lombard Training Consultant
Sara M. Skinner Training Consultant
Jason Smith Academy Coordinator
Jeremy Alling Cadet Training Officer
Matt Cardinet Cadet Training Officer
Raymund Nanadiego Cadet Training Officer
Lisa Anthony Program Coordinator
Edith Alhambra Assistant Program Coordinator
Alex Franck..... Assistant Program Coordinator
Jessica Kohls..... Assistant Program Coordinator
Pamela Yaeger Assistant Program Coordinator

THE MISSION

of the California State Parks is to provide for the health, inspiration, and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.



FORMAL TRAINING GUIDELINES

Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its main training facility, the William Penn Mott Jr. Training Center, and other locations including the Marconi Conference Center. The Department strives to enhance your learning and job performance with formal training of the highest quality.

Our Department's dedication to training is only one aspect of its commitment to you and to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation in formal training itself and post training follow-through.

The program you will participate in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **SYLLABUS:** The syllabus is now accessible on the Employee Training Management System (ETMS) and on the California State Parks website under the Learning/Training Section. Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.
2. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources.

3. TRAVEL: Arrange your travel to and from the training through your District Office. No reimbursement for travel expense – including per diem cost – will be approved for travel not specifically authorized in advance by the District Superintendent. Individuals may claim reimbursement for incidental expenses incurred as outlined in DAM 0410.6.

The cost of travel (airfare, mileage, rental car, etc.) is paid by your District or Office **to** and **from** the location of training.

4. HOUSING: The Department provides your room and board expense, on a shared room basis, at the hotel only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. In the event of an emergency, staff must know your room assignment; therefore, you may not switch rooms without staff approval. Overnight guests are not allowed in the rooms unless registered beforehand at the front desk. Check-in will be from 4:00 p.m. on the date of arrival. Check out 10:00 a.m. on the date of departure.

Note: You may be assigned a room at a motel while attending training. If so, you may be asked to present a valid credit or debit card while checking in to your room. Many motels require a credit card to cover charges incurred such as telephone calls, damages to rooms and/or furnishings, fees to clean rooms that have been smoked in that are not designated as smoking rooms, etc. Be prepared to handle this appropriately.

5. **ENROLLMENT OR HOUSING CANCELLATION POLICY:** To cancel participation in a course, the participant must have their District Superintendent or Section/Office Manager send an email to the Training Consultant assigned to the course requesting to remove the participant. If you do not need lodging or must change or cancel your reservation for lodging, you must contact the Mott Training Center or Training Consultant assigned to the course at least 2 weeks prior to your date of arrival. Lodging, registration, and associated fees will be charged to the employee's District or Section/Office if a training cancellation is received with less than two weeks' notice.

The Training Section is committed to ensuring that the reservation that has been made for you is accurate and needed.

6. CLOTHING: Field uniforms as found in "Description of Required Field Uniforms", DOM Chapter 2300, Uniform Handbooks, not including optional items, will be worn daily by all uniformed employees during formal training sessions **unless otherwise specified in the Program Attendance Checklist**. Non-uniformed employees shall wear apparel normally worn on the job. Appropriate attire includes apparel suitable for professional office dress. It does not include such items as shorts, t-shirts, tank tops, or sandals.

Because we are on the conference grounds with many other groups, and the image we project as State Park employees is important not only during working hours but off duty hours as well, your informal sportswear should be appropriate.

7. **REGISTRATION:** When you arrive at Best Western Plus Hacienda Hotel Old Town, proceed directly to the front desk for your room key and check-in.
8. **COURSE LEADERS:** The formal training you will attend is developed and, for the most part, conducted by experienced State Park employees in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession, and provide a level of expertise difficult to match.
9. **TRAINING SECTION STAFF:** Sara M. Skinner is your Training Consultant and has been assigned the responsibility for your training group. That staff member usually serves as a Course Leader as well as a Coordinator. During the program, you may be asked to assist Training Section Staff in the logistics of your training program (organizing field trip transportation, supervising classroom breaks, etc.). Training Section Staff will do all within their power to make your training experience pleasant and meaningful.
10. **TRAINING MATERIALS:** May be made available to you at both your unit and the Mott Training Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook will be issued to you at the training session for note taking and convenience in handling materials. Copies of DAM and DOM will be available to you for self-study. Bring your own pens and pencils.
11. **ATTENDANCE:** Regular attendance is a critical course requirement and your participation is important to the success of this training. An absence of more than 10% of the course hours constitutes grounds for dropping a participant from the course. The Department Training Officer may modify this requirement based upon participant knowledge level and/or the portion of the course missed. All absences, except those of an emergency nature, must be approved in advance by the Training Consultant.
12. **CELL PHONES:** As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receiving or making cell phone calls during class time. Limit those calls to your breaks.
13. **TELEPHONE:** Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call the Center at (805) 223-0562.
14. **POST-TRAINING ASSIGNMENTS:** In connection with formal training are to be completed under the direction of your supervisor.

PROGRAM ATTENDANCE CHECKLIST / PRE-TRAINING ASSIGNMENTS

To assist you in your preparation for formal training sessions at the San Diego Coast District Office and San Diego vicinity, the following checklist is provided:

- _____ 1. Read and understand the Interpreting to Diverse Audiences syllabus prior to your arrival.

- _____ 2. The course on Tuesday, March 7, 2017 will start at the San Diego Coast District Office.
San Diego Coast District Office (Maps on page 12-13)
4477 Pacific Highway
San Diego, CA 92110
We recommend walking the first day; it's a half mile from the hotel to the training site.
Directions from the Best Western Plus Hacienda Hotel Old Town to San Diego Coast District Office: <https://goo.gl/VHfSAM> (walking)
<https://goo.gl/P0q7SV> (driving)

- _____ 3. Arrange your travel through your District/Unit Office.

- _____ 4. **Pre-Training Assignments:** Read *The Art of Relevance* and prepare to participate in a video conference discussion with author Nina Simon. Bring at least one question for the author. (This book was shipped to your District Office; follow-up with Sara M. Skinner if you did not receive it.)

- _____ 5. Bring the following with you to training:
 - Interpreting to Diverse Audiences syllabus
 - Pens and pencils
 - Reusable water bottle and coffee mug
 - A tote bag or day-pack to carry materials on the field trips
 - Optional: camera and binoculars

- _____ 6. Uniforms are not required for this course. However, when packing your suitcase consider we represent the Department when in class and during on-site visits:
 - We will do a lot of walking indoors and outdoors (easy to moderate pace).
 - We will be taking trips by vehicle. The time it takes to get to our destination will range from 20 minutes to one hour.
 - The weather in March has the potential for sun, wind, fog, torrential downpour – or any combination thereof.

PROGRAM ATTENDANCE CHECKLIST / PRE-TRAINING ASSIGNMENTS

- _____ 7. We may do a group lunch order on some of the days to save time. Bring enough small bills to cover your share of lunches (you can be reimbursed for up to the maximum allowable amount on a Travel Expense Claim).
- _____ 8. If you are staying at the hotel for this training, **do not contact** Best Western Plus Hacienda Hotel Old Town to make any personal arrangements. All special arrangements must be made via the Training Section. You will be asked for your credit card at the desk, the Department is paying for your room, but if you add anything to the bill (such as phone calls, parking, etc.) you will be billed for those. When you check out, make sure the charges are correct (extras to you and room/taxes to the Department) and you get an itemized print out for your room.
- Review the roster and make arrangements for carpooling, in state vehicles, from the hotel to the San Diego Coast District Office (allow ample time for travel due to traffic). Reminder, we do recommend walking if the weather is appropriate.
 - For general information about Best Western Plus Hacienda Hotel Old Town you may visit the web at: <https://goo.gl/lf5w2C>

Address and information:

Best Western Plus Hacienda Hotel Old Town
4041 Harney Street
San Diego, California 92110
Phone: (619) 298-4707

CHECK-IN begins at 1600

If you have any questions or need assistance, contact Training Consultant Sara M. Skinner via e-mail at Sara.Skinner@parks.ca.gov.

POST-TRAINING ASSIGNMENT

Prior to ninety days after the completion of this program, the employee and his/her supervisor should and discuss the impact and assess the effectiveness this program has had on the employee.

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the training participant, supervisor, and Training Center in providing a return on the investment the Department has on training.

TRAVEL EXPENSE CLAIMS

You will need to submit a Travel Expense Claim (TEC) in a timely manner after the class. As a reminder:

- Districts are responsible for your time, your travel to/from training, and incidentals
- Training covers meals and lodging (you will need a receipt from the hotel)
- For your claim: If you were in the hotel, select “Department Paid” and the following on CalATERS:
 - Charge to: “IDA 7”
 - Select “Detail Accounting” and enter the following
 - Field one: 2016 (Fiscal Year)
 - Field two: Index Number (Your reporting location index number)
 - Field three: 14001 (PCA)
 - Field four: Leave blank
 - Field five: 067IAE00 (Project Number)(This is the account and settings to charge your room and food)

If you receive error messages, contact Assistant Program Coordinator Pamela Yaeger at (831) 649-2954 or Pamela.Yaeger@parks.ca.gov at the Mott Training Center to have you added to the system.

NOTE: List Ann D. Slaughter as an Additional Approver on your claim

INTERPRETING TO DIVERSE AUDIENCES GROUP 7 AGENDA
March 7-9, 2017

Monday
March 6

REGISTRATION: *Check-in at Best Western Plus Hacienda Hotel
Old Town for non-local attendees*

Tuesday
March 7

0800-0830	Orientation and Program Overview	Skinner/Mendez
0830-1200	Diversity and Inclusion: Introspection and Collective Experience	Llanes
1200-1300	Lunch	
1300-1400	Equitable Access to California State Parks	Yañez/Woods
1300-1500	Community Engagement and the Promatora Model	Rincon/Le
1500-1700	Diversity and Inclusivity Tool Kit: Call to Action	Llanes

Wednesday
March 8

0800-0830	Depart for Balboa Park	
0830-1200	Race: Are We So Different?	Porter/Garcia
1200-1300	Lunch	
1300-1630	Bilingual Exhibits and Programs at The NAT	Kelly/Levyszpiro
1630-1700	Return from Balboa Park	

Thursday
March 9

0800-0830	Depart for Maritime Museum	
0830-0900	Interpreting Diversity from San Diego to Angel Island	Fenkell
0900-1200	Portals to the Past aboard the San Salvador	Ashley/Sirota Martinez/Krey
1200-1300	Lunch/Return to Training Room	
1300-1400	The Art of Relevance	Nina Simon
1400-1430	Depart for Cabrillo National Monument	
1430-1630	Relevancy in a Global World	Martinez
1630-1700	Return from Cabrillo National Monument	

INTERPRETING TO DIVERSE AUDIENCES GROUP 7

<u>PROGRAM OUTLINE</u>	<u>HOURS</u>
Orientation/Training Overview	0.5
Registration and Orientation	
Diversity and Inclusion	9.0
Diversity and Inclusion: Introspection and Collective Experience	
Diversity and Inclusivity Tool Kit: Call to Action	
The Art of Relevance	
Relevancy in a Global World	
Interpreting California’s Diverse Voices	4.5
Equitable Access to California State Parks	
Community Engagement and the Promatora Model	
Interpreting Diversity from San Diego to Angel Island	
Educational and Public Programs in Urban Parks	10.0
Race: Are We So Different?	
Bilingual Exhibits and Programs at The NAT	
Portals to the Past Aboard the San Salvador	
TOTAL HOURS	24

INTERPRETING TO DIVERSE AUDIENCES GROUP 7

PROGRAM PURPOSE AND OBJECTIVES

Diversity, Inclusion, Equitable Access, and Community Engagement

Purpose: Participants, in their roles as interpreters and guides, are required to deliver programs that are relevant to our diverse audiences. These courses will examine issues of inclusion, equity and access – and how current projects are addressing these issues. This course will provide tools for planning and delivering interpretive programs that are relevant to diverse audiences.

Performance Objectives: By the close of the session the participant will

1. Recognize how issues of inclusion, equity and access have created barriers to California State Parks.
2. Identify the ways that California State Parks is addressing these barriers.
3. Learn about the Community Liaison Project, meet key staff members, and assess the feasibility of implementing similar programs at their parks.
4. Discuss how the Promotora Model can be used for community engagement.
5. Discuss the opportunities for reaching diverse audiences through the History and Relevancy Project.

Race: Are We So Different?

Purpose: Exhibits and programs can be powerful methods of communication. This session will investigate the strategies used by the San Diego Museum of Man to communicate issues of race, diversity and inclusion.

Performance Objectives: By the close of the session the participants will

1. Describe the museum's teaching approach for the "Race: Are We So Different?" exhibit.
2. Explain how facilitated dialogue and inquiry development can connect with diverse audiences.
3. Identify how to use dialogue and inquiry methods in an interpretive program.
4. Discuss institutional issues related to diversity and inclusion.

INTERPRETING TO DIVERSE AUDIENCES GROUP 7

Bilingual Exhibits and Programs

Purpose: This course will explore methods used by the San Diego Natural History Museum to develop and evaluate bilingual exhibits and programs.

Performance Objectives: By the close of the session the participant will

1. Examine the ways design is used in bilingual exhibits.
2. Define the steps taken to effectively translate interpretive text.
3. Describe how digital media is used to reach diverse audiences.
4. Discuss the value of an immersive bilingual experience.
5. Identify methods used in evaluating bilingual exhibits and programs.
6. Assess the needs for bilingual programs and staff.

Interpreting Diversity from San Diego to Angel Island; Portals to the Past

Purpose: California's coast appeals to a wide range of audiences drawn to its recreational and cultural offerings. This session will follow the journey undertaken by the Maritime Museum of San Diego, National Park Service, and California State Parks to tell the diverse stories of California.

Performance Objectives: By the close of the session the participants will

1. Explain how the story of the *San Salvador* represents the beginning of a common heritage for the peoples of California, both past and present.
2. Describe the benefits and challenges of partnerships such as the programming developed for the *San Salvador*.
3. Discuss the training and other logistics involved with reaching diverse audiences along the Pacific Heritage Tour of the *San Salvador*.

INTERPRETING TO DIVERSE AUDIENCES GROUP 7

The Art of Relevance; Relevancy in a Global World

Purpose: Relevance has long been a part of the interpreter's tool kit, from its part in RAPPORT evaluation to its continuing significance in reaching diverse audiences. During the training's closing sessions we will speak with the author of the recent book, *The Art of Relevance*, followed by a campfire style program at a national monument to reflect on the opportunities we all have for interpreting to diverse audiences.

Performance Objectives: By the close of the session the participants will

1. Identify a case study from *The Art of Relevance* that presents a challenge or opportunity for your park.
2. Discuss the concept of insiders and outsiders.
3. Assess how the use of multiple voices can influence relevancy.
4. Describe how to make your work more vital and valuable to diverse communities.



