

# Interpretive Program Coordination and Supervision

March 13-15, 2018

Training Syllabus



**William Penn Mott Jr. Training Center**



# Memorandum

**Date:** February 22, 2018  
**To:** Supervisor  
**From:** Debbie L. Fredricks, Chief  
Training Section  
California State Parks  
**Subject:** Employee Attendance at Formal Training

An employee from your office will soon be attending the formal training program described in the attached. 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.
3. Support the employee's use of the training at the work place.

### Three Months Following Training

1. Supervisor evaluates the effectiveness of the training on the employee's job performance and login to the ETMS to complete the Training Effectiveness Assessment 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. Fredricks..... Training Section Chief  
Ann D. Slaughter ..... Mott Training Center Manager  
Jack Futoran ..... EMS and LFG Training Coordinator  
Jeff Beach..... Training Consultant  
JD Dinnauer..... 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  
Nate Steffen..... 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**

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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 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 be participating 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). 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 site through your District or Office. (No reimbursement for travel expense – including per diem costs – 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 Mott Training Center does not have the capability to provide transportation to/from Monterey Airport.

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

4. HOUSING: Housing will be assigned to you on a shared-room basis and will be available from 3:00 p.m. on the date of arrival to 11:00 a.m. on the date of departure. The Department provides your room and board expenses at the Mott Training Center only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. Advise the Training Consultant no later than one week before your scheduled arrival if you plan to live off-grounds. No animals are permitted in housing. 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. Quiet hour is 10:00 p.m.
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 Specialist 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 Mott Training Center is committed to ensuring that the reservation that has been made for you is accurate and needed.**

6. MEALS: Meals will be provided, semi-cafeteria style, from dinner on the date of arrival through lunch on the date of departure. Meals will be served at 7:15 a.m. for breakfast, 12:00 noon for lunch, and 6:00 p.m. for dinner. Hot or box lunches may be provided on some days. If you require a special diet, contact the Training Consultant Sara M. Skinner to request the Asilomar Dietary Restriction form no later than two weeks prior to the course start date. The Training Consultant will forward the form to the appropriate Asilomar Conference Grounds staff.

In order to assist participants with limited mobility, Asilomar provides a shuttle to and from the dining hall. Contact either Asilomar staff upon check-in, or Mott Training Center staff upon your arrival, for instructions on arranging a transport.

7. 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.

8. ALCOHOLIC BEVERAGES: Participants shall not possess or consume alcoholic beverages in common areas (living room) while on the Asilomar Conference Grounds unless provided and hosted by Concessionaire ARAMARK.
9. SMOKING: Smoking is not permitted in the Mott Training Center or in any lodge or guest room on the Asilomar Conference Grounds.
10. TRAINING CENTER: The Mott Training Center is located on Asilomar Conference Grounds, part of Asilomar State Beach. The Conference Grounds are operated for our Department by a concessionaire, and all lodging and food services are provided to us by employees of the concessionaire. Constant efforts are made to maintain a sound, harmonious working relationship between the Department and concessionaire. None of us can expect preferential treatment for any reason and, as a departmental employee, you will be expected to join in our continuing effort toward an effective relationship with each Asilomar concession staff member. On occasion, non-departmental groups may be staying in the same lodges. It is imperative that you represent the Department well on and off duty.
11. REGISTRATION: When you arrive at Asilomar Conference Grounds, proceed directly to the front desk at the Asilomar Administration Building for your dining room tickets. If you require vegetarian meals, notify the front desk representative and your meal ticket will be marked accordingly.
12. 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.
13. 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.

14. **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.
15. **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.
16. **VEHICLES:** All vehicles should be parked in the lots adjacent to the Mott Training Center. Any questions regarding use of a State vehicle while at the Mott Training Center should be discussed with your supervisor prior to your departure for training, or with your Program Coordinator while at the Mott Training Center.
17. **BICYCLES:** If you bring your bicycle, store it in the bicycle shed next to the Mott Training Center. Bicycles may not be brought into any building nor chained to lamp posts, trees, etc. The Mott Training Center has a limited number of bicycles available for your use. Prior to your use, you are required to complete a safety inspection and sign a waiver which is posted in the bicycle shed.
18. **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.
19. **FAX:** The Mott Training Center's FAX number is (831) 649-2824.
20. **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 (831) 649-2954. Calls after 5:00 p.m. or during weekends should be made to (831) 372-8016, Asilomar Conference Grounds, and the caller should tell the switchboard operator you are with a California State Parks training group. **Note: There are no longer pay telephones outside of the Mott Training Center. There are pay telephones located at the Asilomar Administration Building.**
21. **LAUNDRY AND DRY CLEANING:** May be taken care of by you at one of several local establishments.

22. RECREATION: Facilities available on grounds include a heated swimming pool, pool tables, and a volleyball court. The Monterey area offers horseback riding, golf, tennis, racquetball, deep sea fishing, and many historical landmarks and scenic sights to explore.
23. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor.
24. COFFEE BREAK REFRESHMENTS: Will be available throughout each session. You will be asked to contribute to the "Hospitality Fund" to defray expenses. Bring your own coffee cup.



## **PROGRAM ATTENDANCE CHECKLIST / PRE-TRAINING ASSIGNMENT**

To assist you in your preparation for formal training session at the William Penn Mott Jr. Training Center, the following list is provided:

- \_\_\_\_\_1. Read the Interpretive Program Coordination and Supervision program syllabus prior to your arrival at the Mott Training Center.
- \_\_\_\_\_2. Arrange your travel through your Unit/District Office.
- \_\_\_\_\_3. Complete the following pre-training assignment:

Read the following information prior to attending class:

- <https://rework.withgoogle.com/subjects/managers/>

- \_\_\_\_\_4. Bring the following with you to training:

- Program syllabus
- NO uniforms for this program. Proper attire required as noted in the Formal Training Guidelines, Number 7, Clothing, on page 3 of syllabus
- Clothing appropriate for foul weather and shoes for walking/hiking outdoors; we will be offsite all day Thursday, March 15th
- Reusable coffee mug, refillable water bottle, notepaper, pens, and pencils

If you have any questions or need assistance, contact Training Consultant Sara M. Skinner at (831) 649-2961 or [Sara.Skinner@parks.ca.gov](mailto: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 sit down 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 Section in providing a return on the investment the Department has on training.

## **INTERPRETIVE PROGRAM COORDINATION SUPERVISION GROUP 5 AGENDA**

**March 13-15, 2018**

### **Monday**

#### **March 12**

1500 REGISTRATION: *Check-in at Asilomar Administration Building* All

### **Tuesday**

#### **March 13**

0800-0900 Welcome, Overview, Program Orientation Skinner/Hammack  
0900-1030 State Park's Goals and Vision for Interpretation Fraser  
1030-1200 Cultivating Your Employees – Aiming for Excellence, Mentoring Smith  
1200-1300 Lunch  
1300-1400 Best Practices for Motivating and Leading Volunteers Smith  
1400-1600 Best Practices for Motivating and Leading Staff Litchfield  
1600-1700 Leadership Panel Smith/Marshall/  
McVittie/Braude/  
Fraser/Hammack/  
Litchfield

### **Wednesday**

#### **March 14**

0800-1000 Managing Projects- Contracting, Fiscal Tracking Holm  
Categorical Funds, Standards  
1000-1200 Leads versus Supervisors Green/TBA/Arnett  
1200-1300 Lunch  
1300-1500 Working with Cooperating Associations Rogowski  
1500-1700 Statewide Resources / Services Centers / Planning Holm

### **Thursday**

#### **March 15**

#### **Santa Cruz Location**

0800-0930 Travel to Rancho Del Oso Visitor Center  
0930-1015 Interpretive Visioning Hammack  
1015-1045 Caspba Lin/Fleishman  
1045-1115 Kids to Parks Hammack/  
FOSCSP  
1115-1145 Wilderness Patrol - Interdisciplinary Lin  
1145-1230 Travel to Ano Nuevo State Park and Lunch  
1230-1400 Using Technology for IPCS Merritt  
1400-1600 A Tour to the Elephant Seals Merritt  
1600-1630 Closing Apelt  
1630-1745 Travel Back to Asilomar

The **Leadership Panel** led by Jannene Litchfield will be comprised of the following individuals:

1. Jannene Litchfield, MBA, SPHR SHRM-SCP, Litchfield Human Resources Management Consulting  
[jannene@litchfieldhrmanagement.com](mailto:jannene@litchfieldhrmanagement.com)
2. Scott McVittie, Program Manager of Technology, Google,  
[scottmcvittie@google.com](mailto:scottmcvittie@google.com) Scott will give a 10 minute presentation about Google's management research and serve on the panel. (Project Oxygen data driven research may be viewed at:  
<https://rework.withgoogle.com/subjects/managers/>)
3. Michael Braude, Chief Financial Officer, SF-Marin Food Bank, a successful nonprofit with 150 employees. In his role as CFO, Michael oversees Human Resources include all training of managers.  
[mbraude@sfmfoodbank.org](mailto:mbraude@sfmfoodbank.org)
4. John Fraser, Acting Interpretation and Education Division Chief, Park Operations
5. Elizabeth Hammack, State Park Interpreter III, Santa Cruz District
6. Brent Marshall, District Superintendent V, Monterey District
7. Ty Smith, Museum Director, California State Railroad Museum

## **INTERPRETIVE PROGRAM COORDINATION AND SUPERVISION GROUP 5**

### **PROGRAM PURPOSE AND PERFORMANCE OBJECTIVES**

Purpose: Interpretive Program Coordination and Supervision intended for staff responsible for interpretive programming, training, planning, and evaluation. This program provides training for State Park Supervisors/Leads and Interpretive Coordinators responsible for effective operation of interpretive programming in their districts. It focuses on the role of interpretation in the Department, new interpretive methods and media, the roles and responsibilities of Supervisors and Interpretive Coordinators, and District programming.

Performance Objectives: By the close of the training participants will

1. Identify the role of field staff at the district, sector, and park level in the achievement of effective interpretive program coordination and supervision.
2. List offices and outside resources that can assist the district's interpretive efforts.
3. Identify how the new organizational structure affects interpretation and staffing levels.
4. Examine the role of the Interpretation and Education Division in the guidance of statewide programming efforts.
5. Discuss best practices for motivating and leading staff and volunteers.
6. Participate in a panel discussion with subject matter experts from outside organizations, park supervisors and leaders involved in District interpretive efforts.
7. Examine the various components of contracting and fiscal tracking for effectively managing interpretive projects.
8. Describe the difference in Interpretive Leads versus Supervisors and their abilities, roles, and limits.
9. Define the most common barriers and successful approaches to effectively working with cooperating associations.
10. Describe the planning frameworks outlined in the Interpretation Planning Workbook and the Basic Interpretation Learning System.

## **INTERPRETIVE PROGRAM COORDINATION AND SUPERVISION GROUP 5**

### **PROGRAM PURPOSE AND PERFORMANCE OBJECTIVES**

11. Identify the general process followed by the Service Centers in the development of interpretive projects.
12. List the roles of Service Center staff and of district staff in coordinating an interpretive project.
13. Develop strategies for effectively working with professionals in disciplines other than interpretation.
14. Describe the process and implementation of Interpretive Visioning and the resources available to you.
15. Participate in an offsite excursion to view coordination and supervision at the field level including an introduction to Kids to Parks, Wilderness Patrol, California State Parks Backpacking Adventures and working with cooperating associations.
16. Identify technology usage in interpretive programming. In addition, how to support the process, acquisition, staffing, mentoring, and evaluation of the programming.

# Training Center, 837 Asilomar Blvd., Pacific Grove, CA 93950

