

# Interpretive Program Management

November 5-7, 2019

Training Syllabus



William Penn Mott Jr. Training Center



# Memorandum

**Date:** October 4, 2019  
**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  
Eric Marks..... Leadership and Development Manager  
Jack Futoran ..... EMS and LFG Training Coordinator  
Jeff Beach..... Training Consultant  
Tamara Busman ..... Training Consultant  
Joel Dinnauer..... Training Consultant  
Sara M. Skinner ..... Training Consultant  
Robert Waller ..... Training Consultant  
Vernon Reyes ..... Instructional Designer  
Jason Smith ..... Academy Coordinator  
Jeremy Alling ..... Cadet Training Officer  
Matt Cardinet ..... Cadet Training Officer  
Jaime Stamps ..... Cadet Training Officer  
Lisa Anthony ..... Program Coordinator  
Margaret Fowler..... Program Coordinator  
Edith Alhambra ..... Assistant Program Coordinator  
Samantha Guida..... Assistant Program Coordinator  
Ricky Roldan..... 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 Deer Haven Inn 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 provided, semi-cafeteria style, from dinner on the date of arrival through lunch on the date of departure. Meals 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. SMOKING: Smoking not permitted in the Mott Training Center or in any lodge or guest room on the Asilomar Conference Grounds.

8. **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. 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.
9. **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.
10. **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.
11. **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.
12. **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.
13. **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.

14. 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.**
15. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor.
16. COFFEE BREAK REFRESHMENTS: 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**

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 Interpretation Program Management Group 2 program syllabus prior to your arrival at the Training Center.
- \_\_\_\_\_2. Arrange your travel through your Unit/District Office.
- \_\_\_\_\_3. Bring the following with you to training:
  - Program syllabus
  - Uniforms are not required. Appropriate business attire.
  - 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 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 employee, supervisor, and Training Section in providing a return on the training investment to the Department.

## **INTERPRETATION PROGRAM MANAGEMENT GROUP 2 AGENDA**

**November 5-7, 2019**

### **Monday**

#### **November 4**

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

### **Tuesday**

#### **November 5**

0800-0930	Welcome, Overview, Program Orientation, Theme	Skinner/Hammack
0930-1030	Interpretation as a Management Tool	Hammack
1030-1200	The Balancing Act – Interface with all Core Program Areas	Spohrer
1200-1300	Lunch	
1300-1400	Building Your Interpretive Team	Holm
1400-1500	Interpretive Supervisors versus Leads	Hammack/Apelt/Lin
1500-1530	Motivation and Leading	Hammack
1530-1700	Interpretive Planning and Statewide Resources	Holm

### **Wednesday**

#### **November 6**

0800-1100	Field Trip to Point Lobos	Skinner/Holm/Panel
1015-1130	Cultivating Excellence	Brandt/Williford
1130-1200	Travel Back	All
1200-1300	Lunch	
1300-1400	Managing Interpretive Programs: Budgeting	Weinstein
1400-1500	Managing Interpretive Projects: Budget Proposals	Fraser
1500-1600	Interpretive Program Management Strategies	Skinner/Panel
1600-1700	Interpretive Visioning - Leadership Panel	Skinner/Panel

### **Thursday**

#### **November 7**

0800-0930	Effective Partners: Docents and Volunteers	Rogowski/Weber
0930-1030	State Park's Goals and Vision for Interpretation	Yankee
1030-1100	District Interpretive Visioning	Holm
1100-1200	Interpretive Leadership	Holm/Skinner/Hammack

## **INTERPRETATION PROGRAM MANAGEMENT**

### **Program Purpose and Performance Objective**

Learning Goal: Provide a course for State Park managers and leaders to equip them with information and the tools to manage an interpretive operation and provide a greater understanding of interpretation as a management tool.

Performance Objectives: By the conclusion of the training participants will

1. Identify the need for evaluation in interpretation programs.
2. Describe the steps to ensure strong interpretation programs; identify a good model and implementation plan.
3. Identify good interpretive leaders and their leadership qualities.
4. Describe community partnerships that enhance interpretive programming.
5. Identify the role of field staff at the district, sector, and park level in the achievement of effective interpretive program coordination and supervision.
6. Identify how the new organizational structure affects interpretation and staffing levels.
7. Examine the role of the Interpretation and Education Division in the guidance of statewide programming efforts.
8. Participate in a panel discussion with subject matter experts from outside organizations, park supervisors and leaders involved in District interpretive efforts.
9. Examine the elements for consideration when budgeting for a district-wide or park-wide interpretive program.
10. Discuss the components of a successful budget proposal.
11. Describe how interpretive planning is an effective management tool.
12. Describe the difference in interpretive leads and supervisors and their abilities, roles and limits.

## **INTERPRETATION PROGRAM MANAGEMENT**

13. Develop strategies for ensuring effective collaboration between other program areas and interpretation.
14. Describe the process and implementation of interpretive visioning and the resources available to you.

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

