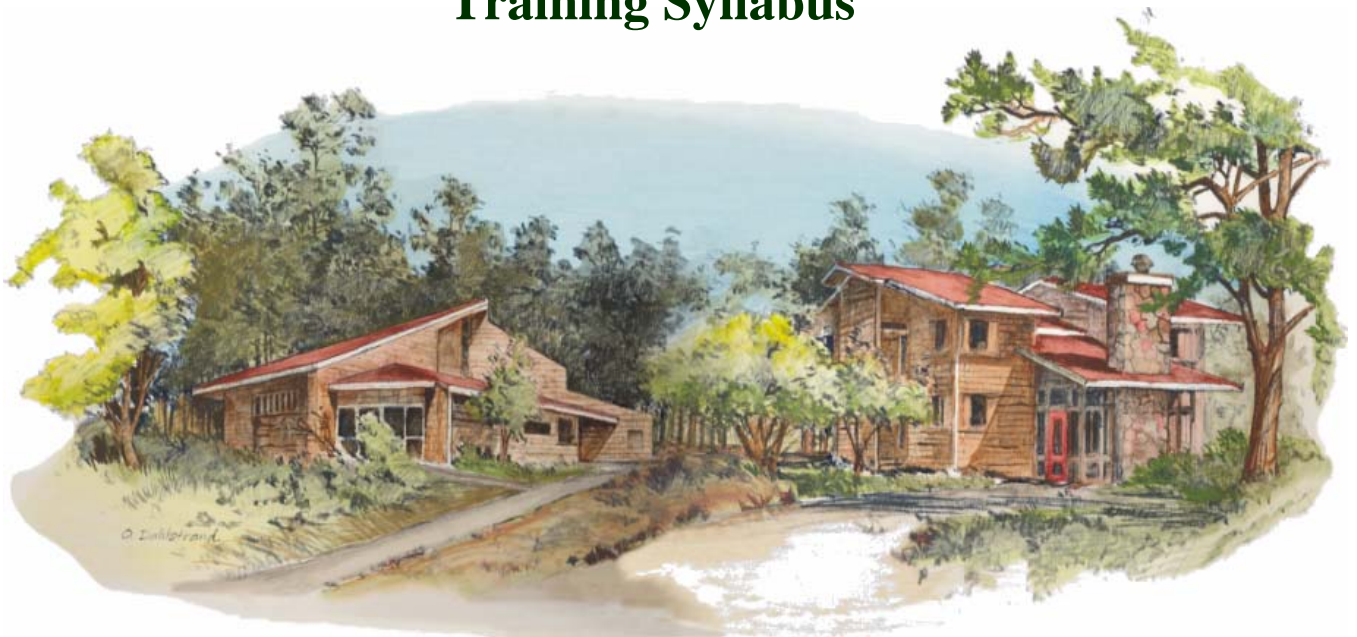


# COURSE LEADER

October 8-12, 2007

Training Syllabus



William Penn Mott Jr. Training Center



# Memorandum

**Date:** September 20, 2007  
**To:** Supervisor  
**From:** Department of Parks and Recreation  
William Penn Mott Jr. Training Center  
**Subject:** Employee Attendance at Formal Training  
Course Leader Group 8

An employee from your office will soon be attending the formal training program described in the attached. Please insure 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.

### Prior to Three Months Following Training

1. Employee, after discussion with supervisor, must login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.
2. Supervisor evaluates the effectiveness of the training on the employee's job performance and logs in 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.



Michael D. Green  
Department Training Officer (Acting)

Attachment

cc: Participant

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*Mission Statement  
Training Office*

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

### MOTT TRAINING CENTER STAFF

Michael Green..... Department Training Officer (Acting)  
Pat Bost ..... Office Manager  
Joanne Danielson ..... Training Specialist  
Chuck Combs..... Training Specialist  
Dave Galanti ..... Training Specialist  
Sara Skinner ..... Training Specialist  
Michelle Gardner ..... Cadet Training Officer  
Connie Breakfield..... Cadet Training Officer  
Pamela Yaeger ..... Assistant Program Coordinator  
Bill Spencer ..... Assistant Program Coordinator  
Edith Alhambra..... Assistant Program Coordinator  
Summer Kincaid..... Assistant Program Coordinator  
Eric Marks ..... Assistant Program Coordinator

## THE MISSION

*of the California Department of Parks and Recreation 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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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 and, most recently, the Two Rivers Training Facility in Sacramento. 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. The syllabus outlines what you can expect from this training and what is expected of you. It also 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. **TRAINING LOCATION:** The training for this program will occur at the Two Rivers Training Facility located at One Capitol Mall, Suite 350, Sacramento, CA 95814. One Capitol Mall is located on Capitol Mall (a street in downtown Sacramento), immediately east of the historic Tower Bridge. The building is immediately to the south of the Old Sacramento tourist area. Directions to the training facility are provided on Page 14 of this syllabus.
2. **SYLLABUS:** The syllabus is accessible on the Employee Training Management System (ETMS) and the Mott Training Center Home Page. 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.
3. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading and other 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. (Pre-training assignments are listed in the "Training Attendance Requirements" section.)

4. TRAVEL: Arrange your travel to and from Sacramento 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 0410.1. The Training Office does not have the capability to provide transportation to or from the Sacramento International Airport.
5. **HOUSING: The Training Office has reserved rooms at the Hawthorn Suites for individuals who reside outside of the Sacramento region only. You will need to call Hawthorn Suites at 1-800-767-1777 or (916) 441-1200 before September 27, 2007 please email Summer Kincaid to secure your lodging.**

Your accommodations will be paid for by the Training Office. You may choose to stay in another facility; however, securing lodging at another location will be at the participant's own expense. Housing will be available from 3:00 p.m. on the date of arrival until 12:00 noon on the date of departure. If you need to cancel or change your reservation, you must contact the Hawthorn Suites directly. When you arrive at the Hawthorn Suites, go directly to the front desk for your room key.

The hotel is located at 321 Bercut Drive, Sacramento 95814. Directions to the hotel are included on Page 16 of this syllabus.

6. MEALS: Meals are arranged at the discretion of the participant. There are numerous restaurants within walking distance of the Two Rivers Training Facility and elsewhere in the downtown Sacramento area. The Training Office will reimburse the cost of your meals at the current per diem rate. Send a Travel Expense Claim (Std. 262a) to Mott Training Center for approval and processing. (The Training Center will reimburse meals starting with dinner on the first day and ending with lunch on the last day.)
7. PARKING: There is a public lot (the Tower Bridge lot, operated by the City of Sacramento) located directly west of the One Capitol Mall building where your training will occur. Please see Page 15 of this syllabus for locations and cost. You will be reimbursed for parking by the Training Center via a Travel Expense Claim (Std. 262a).
8. CLOTHING: **Field Uniforms are not required.** Professional business attire may be worn.

One Capitol Mall houses both Department offices and offices of numerous private sector organizations. As such, the image we project as State Park employees is important. The clothing you wear should be appropriate.

9. BREAK TIMES: Participants will be given break times throughout the training day to visit the first-floor coffee kiosk, make telephone calls, etc. Please be considerate of your fellow Department employees and other groups working in adjoining office spaces by not requesting from them special use of telephones, copiers, fax equipment, etc. In addition, please be considerate of your fellow employees' work schedules by limiting your visitation to other Department offices during breaks or before or after formal training. Loud conversations, laughter, etc. should not be conducted in the hallway areas at any time.
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 OFFICE STAFF: Summer Kincaid (916-319-9657) is your contact while attending the course and has been assigned responsibility for your training group as well as for your training program. During the program, you may be asked to assist Training Office staff in the logistics of your training program; please work with Training Staff to help make your training experience pleasant and meaningful.
12. TRAINING MATERIALS: Training materials may be made available to you at both your unit and the Two Rivers Training Facility. 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. 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. All absences, except those of an emergency nature, must be approved in advance by the Training Specialist.
14. 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. Please limit those calls to your breaks.
15. FAX: The Two Rivers Training Facility's FAX number is (916) 319-9656.
16. TELEPHONE: Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call (916) 319-9657.
17. COLLEGE CREDIT: Most Training Office programs are accredited by Monterey Peninsula College for lower division credit. If you successfully complete an

accredited program, you will receive either a letter grade or a credit/no-credit designation.

18. **MPC STUDENT ID:** If you have filled out an MPC application before, you have already been issued a student ID number to use in lieu of your SSN on future applications. You can obtain your MPC ID number by going to their secure website and providing your SSN number (no name required) and birth date.

<https://autobahn.mpc.edu/scripts/autobahn.exe/Execute?Application=WebReg&Program=REPORT-SR-FIND-SSN>

Newcomers to training will still need to provide their SSN on the first MPC application only, after which a student ID number will be assigned and available at the web address above within a few weeks of the program's conclusion. You can store your MPC ID numbers in your ETMS Profile for future reference.

19. **POST-TRAINING ASSIGNMENTS:** In connection with formal training, post-training assignments are to be completed under the direction of your supervisor.

## **PROGRAM ATTENDANCE CHECKLIST**

To assist you in your preparation for formal training session at the Two Rivers Training Facility, the following checklist is provided.

- The Training Office has reserved rooms at the Hawthorn Suites for individuals who reside outside of the Sacramento region only. Please email Summer Kincaid ([skincaid@parks.ca.gov](mailto:skincaid@parks.ca.gov)) prior to Thursday, September 27, to confirm your lodging arrangements. Securing lodging at another location will be at participant's own expense.**
- Be sure you have read and understand the Course Leader Group 8 Program Syllabus prior to the first scheduled session.
- Arrange your travel through your District/Section Office.
- Bring the following with you to training:
  - Course Leader Group 8 Program Syllabus
  - Professional Business Attire (uniforms are not required for this program)
  - Pens and pencils

**If you have questions or need assistance on issues other than those that relate to lodging, contact Dave Galanti in the Training Office:**

**Phone:** 916-319-9659  
**Fax:** 916-319-9656  
**Email:** [dgalanti@parks.ca.gov](mailto:dgalanti@parks.ca.gov)

**If you have lodging questions, please contact Summer Kincaid in the Training Office at (916) 319-9657 or via email at [skincaid@parks.ca.gov](mailto:skincaid@parks.ca.gov).**



## **PRE-TRAINING ASSIGNMENT**

In response to feedback from earlier programs, the Department has redesigned its three-day Course Leader program to focus more on the actual presentations you will give once you finish the course. As such, more than one-half of the scheduled training time is devoted to reviewing and improving participants' existing or proposed course material.

*To get the most from this program, therefore, **it is essential that you bring with you to the first day of class presentation materials from a training module or presentation that you have used in the past.*** You can also bring materials from a project you plan to deliver in the future. As examples, you can bring copies of PowerPoint presentations, handout materials, lecture notes, etc. to the first day of class. Whenever possible, please bring with you a digital version of these materials (i.e. on disc or flash drive) so you can easily edit them as the training progresses.

On the first day of class, the facilitators will choose several projects to work on during class time. Participants will work in teams; individuals who don't have access to current training materials will be paired with individuals who do.

Notebook computers will be available for your use during the class; however, feel free to bring your personal computer if you want. Wireless and wired connections to the Internet are available if you need to use them.

The facilitators thank you for your interest in the program and look forward to seeing you in class. If you have any questions about this pre-training assignment, please email Dave Galanti, Training Specialist, at [dgalanti@parks.ca.gov](mailto:dgalanti@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. Then both the supervisor and employee should login to the Employee Training Management System (ETMS) and complete the Post-Training Evaluation form (an email will be sent to both employee and supervisor notifying them that the evaluation needs to be completed). Once you login to the ETMS, you will need to fill out the evaluation form before you will be able to do anything else.

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.

**COURSE LEADER GROUP 8 - AGENDA**  
**October 8-12, 2007**

**Monday**  
**October 8**

1500-

**CHECK-IN:** Check in at the Hawthorn Suites  
(out-of-town participants only)

All

**Tuesday**  
**October 9**

1300–1400

**Note: Program begins at 1 p.m. to facilitate travel**

**INTRODUCTION AND ORIENTATION**

Facilitator and participant introductions, MPC forms, introduction to course content and norms. What do we expect to achieve?

Galanti

1400–1500

**OH NO! NOT ANOTHER PRESENTATION!**

What do we loathe about presentations? Why do we hate giving them? Sitting through them? What separates good presentations from bad?

Jackman/  
Galanti

1500-1600

**TELLING VS. TRAINING: THE COURSE LEADER'S ROLE AT DPR**

Tellers provide information; trainers create change. DPR Course Leaders are trainers! In this segment, we discuss the basics of training: the training cycle, the importance of taking a “facilitative” approach to training, key training styles, and training trends.

Galanti/  
Jackman

1600-1700

**PROJECT YOU!**

Doing is often the best way to create learning! As such, each course participant will partner with three or four of his/her peers to create a short training segment that will be delivered on the final day of the course. In this segment, we'll choose the projects and create the teams.

All

**COURSE LEADER GROUP 8 - AGENDA**  
**October 8-12, 2007**

**Wednesday**  
**October 10**  
0800-0900

**YOU'RE NOT IN HIGH SCHOOL ANYMORE:  
UNDERSTANDING HOW (AND WHY) ADULTS  
LEARN**

Jackman/  
Galanti

Many presenters start with the assumption that they need to mimic their twelfth grade math instructor to succeed. Adults, however, learn differently than their younger counterparts and have different needs. An introduction to adult learning theory/technology and the differences between "school" and "training".

0900-1200

**ENSURING THAT THE NEED IS MET: FOCUS ON  
TRAINING COURSE ANALYSIS AND DESIGN**

Galanti/  
Jackman

All the presentation skills in the world can't make up for training course design that lacks focus. In this segment, we discuss easy techniques DPR Course Leaders can use to ensure that their course is effective and meets participant needs. Topics include:

- Must I do a needs assessment? I'm simply following instructions!
- What do you mean, training can't solve my problem?
- Learning objectives? Huh? What?
- Chunking it up: Divide and conquer
- The power of practice and review
- Teach content, don't train your replacement!

1200-1300

***LUNCH***

1300-1400

**THE IMPORTANCE OF EVALUATION**

Galanti/  
Jackman

Assessing training course success requires more than simply collecting end-of-course evaluations! In this segment, we discuss whether evaluation questionnaires measure effectiveness or merely entertainment. We also discuss other techniques that Course Leaders can use to determine the effectiveness of their own training programs.

**COURSE LEADER GROUP 8 - AGENDA**  
**October 8-12, 2007**

**Wednesday**  
**October 10**  
1400-1700

**PROJECT YOU: CONTENT AND DESIGN  
PREPARATION TIME**

All

It's time to apply what you've learned! Participants join their teams to choose content and design their presentations

**Thursday**  
**October 11**  
0800-1100

**DYNAMIC PRESENTATIONS: TIPS AND TOOLS  
FOR COURSE FACILITATORS**

Jackman/  
Galanti

Despite their well-earned reputation, presentations don't need to be ineffective and tiresome. How do we make our personal presentations stand out from the crowd? Introduction to the criteria used by the experts to create dynamic presentations. Topics include:

- Creating an environment for learning
- Beginning with a bang!
- Activities that work
- Mastering media, visual aids and handouts
- Testing tips
- Addressing problems and concerns

1100-1200

**THE ART OF STAYING "MELLO": PRESENTATION  
TIPS FROM THE PERFORMING ARTS**

Mello

Performing artists have a lot in common with everyday presenters – and have a lot of wisdom to share. Join Capitol District's own John Mello as he shares actors' secrets to maintaining a dynamic "stage presence."

1200-1300

***LUNCH***

1300-1400

**CRASH AND BURN: 37 PRESENTATION MISTAKES  
YOU SIMPLY MUST AVOID**

Galanti

Here it is! DPR's "Top 37" list of trainer mistakes that result in deadly, not dynamic, presentations! Repeat these mistakes at your peril!

**COURSE LEADER GROUP 8 - AGENDA**  
**October 8-12, 2007**

**Thursday**  
**October 11**  
1400-1700

**PROJECT YOU: PREPARING YOUR PRESENTATION**

All

Time again to apply what you've learned! We'll focus on presentation skills and refine course design and structure.

**Friday**  
**October 12**  
0800-0900

**LEARNING REVIEW/Q & A**

Jackman/  
Galanti

A review of the material covered during the past three days. Time to answer those final questions before the presentation begins!

0900-1200

**PROJECT YOU: THE PRESENTATIONS**

All

It's time to show off what you have learned! Each team will present a 5-10 minute presentation followed by a 10-15 minute debrief session.

1200-

***LUNCH AND DEPART***

All

**COURSE LEADER TRAINING PROGRAM**

**24 HOURS**

PROGRAM OUTLINE

	<u>TOTAL HOURS</u>
Introduction and Orientation .....	1.0
Role of the Course Leader .....	1.0
Course Design and Development.....	5.0
Presentation Skills.....	5.0
Program Evaluation Skills .....	1.0
Review/Question and Answers .....	1.0
Presentation Project Preparation Time (Laboratory) .....	10.0
<b>Total Hours .....</b>	<b>24.0</b>

## **PROGRAM OBJECTIVES**

### **COURSE LEADER**

By the end of the training program, participants will exhibit the ability to:

- describe and relate to others the role of the presenter/trainer in DPR training programs and presentations;
- recognize the major problems and obstacles DPR trainers face in organizing and delivering department training programs and presentations, and formulate ways to overcome those problems;
- evaluate current and future presentation programs for overall effectiveness and distinguish between good and bad presentation techniques;
- demonstrate an ability to design and deliver learning environments for the four levels of experience and competence (low to expert levels);
- recognize the problems and obstacles various adults face in incorporating learning into daily work lives, and identify ways to overcome those problems;
- identify the 37 most frequently used “trainer mistakes” and how to avoid using them in DPR training programs and presentations;
- recognize the primary tools performing artists use to maintain stage “presence,” and apply these tools in their DPR training programs and presentations;
- differentiate between “storytelling” and “scenario-telling” techniques, and formulate methods to incorporate storytelling in training and presentation programs;
- apply standardized criteria to current and future training programs and presentations to ensure assigned training criteria are met; and
- demonstrate an ability to design effective course modules, including learning objectives, introductory exercises, pre-work assignments, content, and evaluation techniques.



**California State Parks  
Two Rivers Training Facility  
One Capitol Mall, Suite 350  
Sacramento, CA 95814**

**Directions**

Downtown Sacramento streets are labeled numerically and alphabetically. The Two Rivers Training Facility is located at One Capitol Mall, Suite 350, which is a private sector office building located on Capitol Mall (a street name) immediately east of the Tower Bridge (notable for its gold paint color).

Capitol Mall (the street) extends west from the steps of the State Capitol to the Tower Bridge. Although access to the building is possible from either the west (across the bridge from West Sacramento) or east (from the Capitol and downtown Sacramento), access to the parking facility can only be gained going westbound (from downtown Sacramento and the Capitol).

Entrance to One Capitol Mall is on the south side of the building, across from the Embassy Suites hotel. Take the lobby elevators to the third floor and proceed all the way down the hallway (making a left turn as you go) to Suite 350.

One Capitol Mall is not directly served by Sacramento's light rail system.

**Driving Directions:**

From **Sacramento Airport:** Drive south on Interstate 5 (towards downtown Sacramento) about nine miles to the J Street exit. Keep to the far right as you exit the freeway. Turn right on 3<sup>rd</sup> Street (which is the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From points **north:** Use the Sacramento Airport directions from either southbound Interstate 5 or southbound Highway 99 (which runs into Interstate 5 north of downtown Sacramento).

From points **west:** Take Interstate 80 eastbound to Highway 50/Business Interstate 80. Continue east to Interstate 5, head north to the J Street exit. Turn right on 3<sup>rd</sup> Street (the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From points **east**: Take Interstate 80 or Highway 50 to Interstate 5 (downtown Sacramento). Head north on Interstate 5 to the J Street exit. Turn right on 3<sup>rd</sup> Street (the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From points **south**: From northbound Highway 99, proceed to downtown Sacramento. Go west on Highway 50 to northbound Interstate 5. Head north on Interstate 5 to the J Street exit. Turn right on 3<sup>rd</sup> Street (the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From northbound Interstate 5, head north to downtown Sacramento. Continue north to the J Street exit. Turn right on 3<sup>rd</sup> Street (the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

### **Parking**

Parking is at the Tower Bridge lot, operated by the City of Sacramento, located directly west of One Capitol Mall. Entrance to the parking lot is off of Front Street, which is the right turn between One Capitol Mall and the Tower Bridge. Access to Front Street can only be accomplished from westbound Capitol Mall (from downtown Sacramento). Participants traveling eastbound from West Sacramento need to make a “U” turn to come back westbound to enter Front Street.

Parking cost is \$15 per day, subject to change without notice. Parking fees will be reimbursed by the Training Office using a Travel Expense Claim (Std. 262a).

**DIRECTIONS TO THE HAWTHORN SUITES**  
**321 BERECUT DRIVE, SACRAMENTO, CA 95814**

**From the NORTH:**

Take I-5 South toward Sacramento/Yuba City  
Exit Richards Blvd.  
Turn LEFT onto Richards Blvd.  
Turn RIGHT onto Bercut Dr.  
End at 321 Bercut Drive, Sacramento, CA 95814

**From the SOUTH:**

Take I-5 North toward Redding  
Exit Richards Blvd.  
Turn RIGHT onto Richards Blvd.  
Turn LEFT onto Bercut Dr.  
End at 321 Bercut Drive, Sacramento, CA 95814