



Sharing resources and promoting training and education for professional development

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FROM THE DESK OF THE PRESIDENT

It appears that summer is here! And, as spring has quickly jumped into summer, I am glad to welcome nine new STAND members! I look forward to seeing you at our general meeting on Friday, May 14! Larry has included the location, time, and the name of our guest presenter in the STAND Newsletter.

Speaking of newsletter, kudos to Larry for another great publication! Please take time to read the newsletter. Larry has provided us with what we asked for---resources to do our jobs better!

Also, kudos to our annual conference committee on another successful conference! The responses to the

conference were very positive! The conference committee report is included in our newsletter.

As was, also, mentioned in our newsletter, the SPO Training & Development Section has applied for the Delaware Quality Award. Joe and T&D team, the STAND Board and membership extend our best wishes to you for a favorable response for all the great work that you do!

I look forward to seeing you all at our meeting on Friday, May 14 at the Paradee Building in Dover. This is our elections meeting. The positions open for election are listed in our newsletter.

Wanda Hyland Isler

Upcoming Events....

STAND General Meeting - May 14, 2004

Where: U of D Paradee Bldg.

Time: 9:30 AM – 12:00 PM

Presenter: Catherine Short

Topic: Friend of a Friend Diversity Workshop

How is your organization culturally diverse? What are some benefits to having cultural diversity in your organization? Through this interactive presentation, you will learn how you can change and create newness in your organization's culture by increasing diversity awareness at the local level. Among other things, Catherine will discuss the "Power of Welcome," which can result in:

- A willingness to contribute skills, ideas, creativity, and synergy
- A willingness to interact with a diverse population of employees
- Application of new skills

Also at this meeting we will be holding elections for the following positions on the STAND Executive Board: Secretary, Membership, and Treasurer.

Welcome!

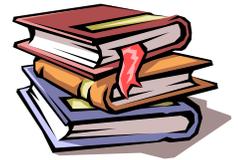
Please welcome our newest members:

Guy Fowler (Department of Correction), **Regina Kovitz** (ReMax Horizons), **Adam Kovitz** (Mid-Atlantic Development), **Eileen Marvel** (Elwyn, Inc.), **Dalia Nichols** (Department of Labor), **Dawn Pickett** (Department of Labor), **Charley Roberson** (Department of Labor), **Dottie Urick** (Department of Health & Social Services), and **Kate Sullivan** (Department of Health & Social Services).

Resource Sharing

A collection of information supplied by fellow STAND members

Book Recommendations



50 Ways to Teach Your Learner By Ed Rose

Some books show you how to structure experiential learning. Other books give you a showcase of experiential initiatives. Few books have effectively combined experiential theory and practice. Until now!

Ed Rose assembles a framework for learning-by-doing; then he gives you active, practical exercises you'll use right away. Rose enables you to:

- Evaluate team-development needs
- Build an environment of trust and recognition
- Encourage adaptability and readiness for change
- Use simple and inexpensive props with maximum effect
- Conduct successful post-exercise debriefs . . . and much more!"

Still More Games Trainers Play & Even More Games Trainers Play By Edward E. Scannell & John Newstrom

These books contain a collection of motivational activities for training situations.

These brilliantly offbeat, unexpected, disarming, fully reproducible games have one serious mission: to coax even the most reluctant groups to talk, laugh, think, and work together. Page after page of fun, easy-to-plan tear-out exercises help you: break the ice and get participants acquainted; shake up worn-out habits and perceptions; challenge with thought-provoking brainteasers; test learning and retention; develop communication and listening skills; bring out and involve participant-leaders; win back lethargic, distracted, low-energy groups; encourage creative problem-solving; boost or reinforce a group's self-image; forge cohesive work teams that value group effort; facilitate transfer of training to the job.

The games have been tested by training professionals and most can be played in under 30 minutes and implemented at little or no cost. The games can be easily removed and reproduced thanks to the perforated-margin format.

Good to Great By Jim Collins

Five years ago, Jim Collins asked the question, "Can a good company become a great company and if so, how?" In *Good to Great* Collins concludes that it is possible, but finds there are no silver bullets.

Collins and his team of researchers began their quest by sorting through a list of 1,435 companies, looking for those that made substantial improvements in their performance over time. They finally settled on 11--including Fannie Mae, Gillette, Walgreens, and Wells Fargo--and discovered common traits that challenged many of the conventional notions of corporate success.

Making the transition from good to great doesn't require a high-profile CEO, the latest technology, innovative change management, or even a fine-tuned business strategy. At the heart of those rare and truly great companies was a corporate culture that rigorously found and promoted disciplined people to think and act in a disciplined manner. Peppared with dozens of stories and examples from the great and not so great, the book offers a well-reasoned road map to excellence that any organization would do well to consider.

The Four Agreements By Don Miguel Ruiz

In *The Four Agreements* shamanic teacher and healer Don Miguel Ruiz exposes self-limiting beliefs and presents a simple yet effective code of personal conduct learned from his Toltec ancestors.

The four agreements are these:

- Be impeccable with your word.
- Don't take anything personally.
- Don't make assumptions.
- Always do your best.

It's the how and why one should do these things that make *The Four Agreements* worth reading and remembering.

Recommended Websites

Council on Competitiveness www.compete.org	University Continuing Education Association www.ucea.edu
<p>Essentially, this web site provides information about business performance standards and innovations (national and regional) and how they impact overall economic competitiveness in the United States.</p> <p>The Council on Competitiveness was founded in 1986 as a way to raise the awareness of national competitiveness in the United States. Its mission is “to set an action agenda that drives economic growth and raises the standard of living for all Americans.” It carries out this mission through the following initiatives: benchmarking U.S. competitiveness, supporting local and regional innovations, maintaining competitiveness and security, succeeding in the global market place, and shaping policy debates.</p> <p>Although it is primarily focused on the business community needs and interests, it contains data and information that could be useful in the public sector as well.</p>	<p>This web site is a good source for information about continuing education courses and programs, including distance or online learning programs, throughout the country. Non-traditional students looking for educational opportunities to develop their careers will find some useful information here.</p> <p>Under its Trends/News section, this site also has an interesting page called Government Relations Resources. Here you will find links to Federal government agencies, government data/statistics, and online newspapers and other political news sources.</p>
The Bob Pike Group www.bobpikegroup.com	Performance Management Company www.squarewheels.com
<p>From my own experience, I can say that the Bob Pike Group provides some of the best Train-the-Trainer programs out there. Their web site includes lots of information that other trainers will find useful.</p> <p>In addition to providing information about all of the training services, workshops, conferences, and training products they sell, you also will find some free material and information you can use right away. There are articles about training, insightful training tips, and links to excellent training resources.</p>	<p>Looking for training and team building tools and ideas? This website is jammed with exercises and information on:</p> <ul style="list-style-type: none"> • teambuilding, • creativity, • communications, • change management, and • leadership development. <p>This site contains free training materials, articles, information, jokes, links to training resources and other items of interest to consultants and trainers. (Of course, it also has materials for sale.) You can also sign up to receive a free newsletter.</p>
Additional Recommended Resource Airline (2004) <i>The TV show about customer service</i>	
LIFE IS WHAT HAPPENS ON THE WAY	
<p>A member recommended this show for people involved with or interested in customer service training. Each episode portrays real-life challenges faced by Southwest Airline pilots, flight attendants, and airport employees as they interact with howling children, inebriated adults, stressed-out business executives, and every other type of weary traveler. Southwest has gained a reputation for providing excellent customer service to its passengers. This show demonstrates the skills Southwest employees have used to face these challenges and to continue to provide quality customer service.</p> <p style="text-align: center;">Broadcast information: Mondays at 10 p.m. on A&E</p>	

ICE BREAKERS

Story of my Life

This is a great exercise to start a class or to do some team building before group activities.

Set up:

Provide participants with a blank piece of paper (flip chart sheet or legal size paper works best) and have them fold it in half like a book.

Participant Instructions:

You have just been given a contract to write your autobiography for a major publishing company. Your agent Harry Hardnose is anxious to get to press. He has decided to help you get started with a few probing questions.

1. First, take a piece of paper and fold it in half to form a book.
2. Choose a title of a popular song for the name of your book. Write that title on the front cover.
3. On the inside of the front cover (page two), list a table of contents.
 - Name of the place where you were born
 - Description of your first job.
 - Number of years you have been working for the state.
4. On page three, draw a picture of your family.
5. On the back cover of the book, draw a picture of what you plan to do when you retire. Where will you go? Who will go with you?

Materials Needed

Paper
Markers

Time

Allow 5-10 minutes for setup, and drawing. When all books are complete, have each person tell their story, using the book as a visual aid. Depending on the size of the group, you may want to debrief in smaller groups. If possible, leave the books in a central location during your training to encourage further introductions and discussions.

Variations

Change the focus of the pages of the book. For instance, most exciting moment, favorite food, most exciting vacation, etc. Be careful not to make any of the questions too personal. The idea is to open people up, not shut them down.

Source:

Business Training Works, Inc.
www.businesstrainingworks.com

What Makes You Happy?

Want to start your session on a positive note?

Try this:

- Pass out smiley face napkins
- Have participants to write something that makes them happy on the napkin.
- Ask people to share what they wrote.

Recommended by a STAND member

Try-Angles

This exercise works well as a quick review.

Purpose:

Participants will create three-word sentences or slogans that capture what they have learned in the previous session or what new perspectives they have gained since the training began.

Instructions:

1. Divide the class into small groups
2. Introduce the assignment something along these lines:

*Throughout history, we have been inspired by three-word phrases that capture the memory of events too important to forget – **Remember the Alamo** and, in more recent days, **Shock and Awe**. Health and social causes have also used this method to send their messages – **Just say no!** and **Rock the Vote**. Even advertisers have realized the strength of the three-word slogan – **Just Do It** and **Breakfast of Champions**.*

Today I'm going to give you about five minutes to work in groups and come up with at least five three-word phrases that reflect what we have been discussing and learning about. Are there any questions?

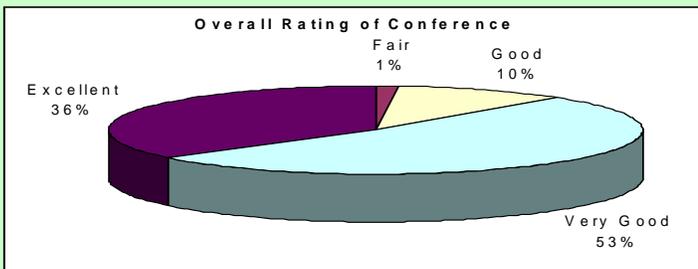
3. Once the allotted time is up, ask each group to select their favorite phrase and record it on a flip chart. Then call on each team to briefly share their favorite.

Source:

Great Session Openers, Closers, & Energizers
By Marlene Caroselli

STAND Conference Report

March's conference was a tremendous success. We had a record attendance of 86 people and we received a great deal of positive feedback on the event. Here are some of the highlights:



97% of participants said they plan to attend the next conference – 3 % said maybe.

88% of participants said they plan to attend our bi-monthly meetings – 9 % said maybe - 3% said they wouldn't.

What Participants Said They Learned

- The importance of training and education in strategic planning.
- How to better define & align our training goals – so we will be re-examining our evaluation process.
- Relationship between vision, mission, & goals – I will develop these next week for my business.
- How to move closer to a vision.
- The relationship between training & quality will help us in our application for the Delaware Quality Award.
- Better understanding of Kirkpatrick's Evaluation Process
- The importance and impact of attitudes.
- Concept – changing the hiring paradigm – hiring for attitude, teaching skills.
- Setting goals - SMARTY criteria.

General Comments

- Food & location were great. Presenters were well informed and prepared. Wonderful conference.
- Thank you – tons of notes, lots of motivation.
- Topics were strategically planned – Excellent.
- Glad to see so many in attendance.
- My compliments to all who set the conference and who presented – thank you!

How Will Learning Support Your Organization?

- Will help me be more of a resource to helping my organization move forward.
- I will be better able to contribute to the process.
- Focus more on aligning my training with the mission of the State and state agencies starting now.
- Will use goal statement worksheet when working with students and clients.
- How to link mission statement to critical success factors.
- What I learned will help advance relationship skills, behaviors, and attitudes – Encourage the elimination of silos.
- Better planning in my department.

Special Announcements

A message of **praise** from Tracey Connolly:

What a wonderful group we all belong to! Recently, I requested information on project management training for an employee and within 30 minutes, I had eight members respond, each with a different, great suggestion. The suggestions are still coming in and with each one I am more appreciative. I strongly encourage others to take advantage of this resource... we aren't called the Statewide Training Advisory NETWORK for nothing. And a strong network we are!

Congratulations to long time member Jody Graham on his retirement after more than 26 years of service to the State. Thankfully, Jody says that he will remain a member of STAND and we will continue to see him at meetings.

*"The mind is not a vessel to be filled, but a fire to be kindled."
(Plutarch)*

What STAND members are up to ...

SPO Training & Development is currently in the process of applying for the Delaware Quality Award – for the first time. Wish them luck!

Dates for Future STAND Meetings:

July 9, 2004	All meetings will be at the University of Delaware Paradee Building in Dover from 9:30 a.m. to 12:00 p.m.
September 10, 2004	
November 12, 2004	