

**Friday 10:30 AM - 12:00 PM**

# **Learn, You Will: Interactive Tech Training Tips from Jedi Masters**

**Track:** Tactics

**Location:** Salon 2

**Session Presenter(s):** Beth Kanter, John Kenyon, Cindy Leonard, Andrea Berry

**Hashtag: #14NTCTRAIN** (<http://twitter.com/search?q=14NTCTRAIN&f=realtime>)

**Evaluate this session:** <http://surveymonkey.com/s/14NTCEval?c=1403>

**Session description:** Hands down the most interactive session you will attend at 14NTC! Our session will change the way you design and deliver technology trainings. Whether you are facilitating a session with your board, staff or hundreds of folks in a room, you'll find ways to design instructional content that interests, engages and inspires action. This is one session where you'll be an active participant in your learning and will leave ready to apply lots of practical tips and techniques that will give your trainings more impact. Your learnings from this session will be with you, always. Takeaways: 1) Understand the ways adults learn; 2) Learn how to apply learning theory to your trainings; 3) Discover new ways to design and deliver instruction.

## **Notes Contributors:**

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## **Notes:**

Instructional design - a systematic process that allows you to create trainings quickly and easily.

ADDIE process - Analysis Design Development Implementation Evaluation

Analysis - What is the organizational need? Who needs to be trained? Create objectives - what is the goal? What do we want people to learn?

Design - You begin a high level outline of your plan. Think about format, timing, etc.

Development - Getting the content, make handouts, slides, materials.

Implementation - Give the training!

Evaluation - Go back to the analysis phase and look at the goals you set for the training. Measure against goals and make changes for the future.

**Learning design** supports and makes your teaching more effective.

1. Set learning goals. What are the things I want people to learn? What are the takeaways? (For instance, for this session we wanted to make sure people came away with a full framework for training, not just ideas for activities to do during a session.)

2. Define your class parameters. Who? Where? When? Understand the logistical parameters and work within that framework. What are people expecting from your session? What are they expecting from you?

3. Bring in your content. What are the actual elements of the training?

4. Match your activities with your content. Make sure your students are comfortable with the process.

SAVI model - Somatic, Auditory, Visual, Intellectual (learn by discussions/talking about the content)

We all learn in different ways, so speak to different learning styles.

Which of these do you prefer as a learner? What do you lean on as a trainer?

Do your teaching styles match your learning styles? And what does that mean for you as a trainer?

Be cautious of time and be flexible and know when to adjust.

Don't use SAVI just to check off the boxes--use it because it works!

## **Style**

How can you self-identify your style and understand how you do things to balance out the training.

Being the speaker -

- Don't faint! Take five minutes to relax, try some breathing exercises.
- Remember to enunciate.
- Best to make eye contact in a few general spots of the room, stay calm.
- Be aware of your tone of voice.
- Remember to smile!
- Practice. Record yourself. Self-assess.
- Use storytelling. Some people learn better with examples.
- Be organic - adjust as necessary to keep it relevant and interesting.

What do you want to work on as a presenter?

Main types of content interaction

- think, write, draw
- act alone
- share pair/trio
- small group
- include movement (but be aware that people have different physical abilities)

## **Evaluation**

Most people think of evaluations as a survey. Self-reflection and documentation should also be part of your own evaluation of your content/training.

Evaluation of your training session is like soup.

Formative evaluation - taste the soup as you go along

- What struck you as meaningful?
- What will you apply?
- What part was most useful to your work?
- What part should be changed?

Summative (?) evaluation - NYT critic comes in to taste your soup.

Incorporate learning theory. For example, the Kirkpatrick model (reaction, learning, behavior, impact) analyzes short term to long term. Impact - based on what the person learned, did their organization see long term results.

Evaluation Survey - Is the instructor an effective teacher? Look at other people's surveys to get ideas.

Documentation - Take photos. It helps you remember what you did and how it worked. Use social media (Storify is a good resource for collecting all of this in one place.)

Good closers: culmination & celebration. Closing circle, celebrate what everyone has learned. Take notes. Group photos are also good.

Do a post-training review with yourself or other co-trainers.

<http://lists.aspirationtech.org> - Sign up for the capacity list.

## Q & A

How do you incorporate experiential learning into tech training?

- For software trainings, actual exercises are key. Get people in front of computers and have them actually using and trying things.
- Tell people to use their skills learned in the training within 48 hours.
- Try to think of physical activities that can mimic the concepts you are trying to teach.

Do you have any tips for training across language and culture barriers?

- Localize your content - go through each piece of content and try to identify your own cultural bias.
- Co-train with someone who is local/in the culture you are trying to reach.
- Have someone you can ask about cultural norms.
- Maybe develop hand signals to use with your translator.
- Use images and polls.
- Beth has a blog post about this, which she will tweet.

What is the best way to implement some of these things in the smallest amount of time possible?

- Google "flip classroom" - Put all the lectures on video and post them online, send them out

ahead of time. That leaves more time during the training for deeper, more meaningful conversations.

- Try to get hold of unanswered questions and make yourself available after (via Twitter, for example) or do a summary blog post.

What about training people who are resistant to training? Clients who want you to do a 3 hour training in 30 minutes, for example.

- Again, maybe try sending them content ahead of time, like above.
- Be brutally honest, share info about how people learn and convince them they need more time.

Negativity in a workplace setting - address this upfront or is this a waste of learning time?

- Need to address this up front during the training - get those barriers off the table, or your session is not going to be successful.
- Hopes and concerns - What are you most concerned about? Let people get it out and adapt the design. What can you change to help address the 'why'?

What are some tips for doing webinars/online trainings?

- Try to find a co-presenter, someone to be another voice.
- Practice with your animals so you get used to talking to yourself.
- Polls

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The Nonprofit Technology Conference uses Google Docs for collaborative note taking during sessions. The notes you record here benefit everyone! Here are some tips:

1. Work together! Anyone can take notes. If someone is taking notes already, start another paragraph and contribute another point. Or help them out by tidying up typos and formatting.
2. Use bullet points, lists, and headers to organize information. Keep paragraphs concise.
3. Refer back to the slides available for the session.
4. Have fun, and thanks for helping out!

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