

MOSAICA

The Center for Nonprofit Development
and Pluralism

CORPORATION

FOR NATIONAL

★ SERVICE

TrainingBriefs

Guest Trainers: Where to Find Them

National service program staff, site supervisors, and trainers share responsibility for member/volunteer training and development.

TrainingBriefs provide these individuals with useful information and innovative ideas for training and development.

MOSAICA is Re-funded!

MOSAICA proudly announces that the Corporation for national service has awarded MOSAICA competitive funding to support another year of training and technical assistance on member training and development, starting May 1, 1998. MOSAICA is eager to continue assisting all national service programs in getting members and volunteers trained! Call if you are interested in scheduling a training in your area.



T *TrainingBriefs* are produced by MOSAICA, under Cooperative Agreement #98CAD0009 with Corporation for National Service. This *TrainingBrief* was written by Dan Balón and designed by LaTosha Joseph. This material represents the opinion of MOSAICA, and does not necessarily represent official Corporation policy.

To begin or stop receiving MOSAICA's *TrainingBriefs* by fax, or find out about training and other available assistance, contact: Diane Cabrales, Project Director, MOSAICA, 1000 16th Street, NW, Suite 604, Washington, DC, 20036, e-mail <diane@mosaica.org>, website <http://www.mosaica.org/natl.htm>, telephone (202) 887-0620, fax (202) 887-0812.

Fantastic guest trainers can be found "right in your own backyard" if you know where to look. Think creatively about where community-based experts may be, and be resourceful about how to find them. Of course, after locating effective trainers, you need to actively manage the planning process and set clear training expectations (see the April 1998 *TrainingBrief*, *Guest Trainers: Ensuring Success*).

Below are some places where National Service programs have found effective guest trainers. We thank the lively participants from MOSAICA training seminars in Butler, Pa. (Jan. 1997) and Columbus, Ohio (Feb. 1998) for their ideas.

Your Own Agency.

Potential guest trainers may already be within your parent agency staff. Do you need a trainer to provide site-specific information and resources (public safety procedures, child care laws, literacy techniques, etc.) to members? Use the expertise within your agency; colleagues can be excellent sources of knowledge and are more likely than outsiders to understand the service needs of your sites. Seek out a seasoned staff person or perhaps ask a board member who can speak from real-life experience and understands community-based activities.

Community-Based Organizations and Leaders. Within the neighborhood, look to nonprofit community-based organizations that provide services (tutoring, after-school programs, job training, housing, etc.) and/or community advocacy (on the environment, AIDS, health promotion, etc.). Service providers have staff with varied skills and lots of experience working with particular

populations and institutions, such as schools. Advocacy groups frequently have skills in community organizing, volunteer generation and management, and working with the news media. Service clubs (Kiwanis, Lions, Elks, etc.) may be able to supply personnel with expertise in general skills such as communication and the ethic of service.

Religious organizations — churches, synagogues, service groups — often provide social services (food banks, counseling, child care, etc.) and can share their experiences and provide suggestions on reaching the populations they serve. You can also ask these organizations to identify community leaders with expertise in topics important to your program.



We're looking for examples from the field! Hurry! Deadline is August 12

Please call toll free 1-888-409-2600, fax (202) 887-0812 or e-mail <dan@mosaica.org> to share your success stories about finding guest trainers to conduct sessions for your members/volunteers. We would love to hear who trained, how you found them, their training topics, and what made it a success story. Submissions will be compiled and posted on MOSAICA's website <<http://www.mosaica.org/natl.htm>>.

**Toll-Free
Training Assistance**

MOSAICA provides telephone technical assistance free of charge to Corporation for National Service-funded programs on their training concerns. Call Diane Cabrales or Dan Balón toll-free at (888) 409-2600.

National Service Community. The national service community can be a training resource goldmine. Look to Corporation for national service staff, your program officer, and staff from other national service programs in the area. National service colleagues offer an understanding of the Corporation structure and policies (AmeriCorps history, education award rules, member professionalism, etc.); they may also have direct community-based experience with particular service needs — as former program staff of community-based agencies or national service members. They are familiar with national service program approaches and tend to know experiential training techniques that maximize participant learning (see *Starting Strong*, p. 85-86). Also, keep in mind former members and volunteers, who bring field experience and first-hand knowledge of program sites (community leaders that are willing partners, volunteer recruitment lessons learned, political issues that promote community buy-in, etc.).

Government Agencies. Public agencies at all levels house experts in various disciplines who may have a stake in connecting with community programs. Good examples include police departments and housing authorities. Your regional Census office can provide an expert to train members in finding and understanding demographic statistics. The mayor's office can speak about the area or community "master plan," which may include growth, change, or rejuvenation, such as new schools or school repair, housing developments, service programs, etc. Staff at the local or state health department can train members on

ACTIVITY: An Active Spin on Presentations

Here is an approach you can use to make any presentation by a guest speaker more interactive.

Purposes:

To add an experiential component to engage participants in presentations (e.g., lecturettes, panels). To develop the skill of directed note-taking.

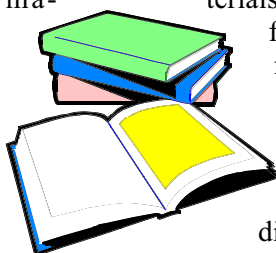
Instructions:

Working with the speaker or session moderator prior to the session, develop a list of 3-5 significant content points to be introduced during the presentation; they should be explicit points — a short list of facts, the definition of a new concept, or a key explanation of an interesting phenomenon. Be sure to choose learning points that are critical for participants to take from the presentation; consider points introduced at different segments of the presentation to sustain interest through its beginning, middle, and end.

Create a form to give to participants that requires them to answer open-ended questions about the session's content. Leave plenty of room for note-taking on the sheet and make sure to list learning points in the same order that the presenter shares them.

For example, consider a lecturette on family literacy methods. If one learning point is the identification of several family resource centers within the local community, create an open-ended question such as "Two local family resource centers within our community that the speaker identified are..." If another lecturette learning point is the importance of having children's books and writing materials in the home in order to effectively support family literacy, use an open-ended statement such as "Two materials that should be within the home to support literacy are..." For fun and incentive, award related prizes to all those who correctly identify the answers — e.g., in the literacy example above, consider colorful bookmarks or AmeriCorps pencils.

After the presentation, with or without the presenter present, review the learning points with the group. Facilitate a discussion around the main points and make connections as to how members or volunteers can apply what they have learned to their sites.



strategies for getting all children immunized by the age of two, or effective techniques to increase parent awareness of the danger of lead poisoning in children.

Local Schools. Local community colleges, adult education centers, vocational schools, and secondary high schools offer varied educational and training opportunities and skilled presenters. College and university faculty and staff have access to the newest research and information (family literacy methods, urban

planning research, etc.). Seek out service-learning coordinators and other student affairs professionals (leadership education specialists, career services staff, etc.) who are likely to be comfortable using experiential learning techniques and facilitating reflection.

In addition to trainers for your program, many of the resources listed above can also provide access to free or low-cost training facilities!

