

Draft **Design Team Facilitator Curriculum Outline**

Day One at a Glance

Start time 9:15

ACTIVITY I INTRODUCTIONS & WORKING TOGETHER 45 MINUTES

- 1. WELCOME AND INTRODUCTIONS**
- 2. GOALS OF TRAINING**
- 3. ICEBREAKER**
- 4. CONDITIONS FOR WORKING TOGETHER**

Participants will be able to:

Behavioral Objectives

- Experience building relationships by learning of shared similarities of participant experiences
- Articulate the importance of getting a “consensus” when participants decide upon their own rules and norms for this 2 day training workshop.

Affective Objectives

- Reflect on the benefits of an Icebreaker activity for facilitators.

Handouts: A choice of Icebreakers: “Mapping, Where have you been? Whatcha been doing? Where are you going?” or “Facilitator’s, What about Them? Bingo”

Resources: Training Resource Guide, CD Facilitator Training for Design Teams

ACTIVITY II THE DESIGN TEAM MODEL 45 MINUTES

- 1. HISTORY, RESEARCH AND THE URGENT NEED TO REDUCE UNDESIRABLE BEHAVIOR**
- 2. PRESENT USE OF MODEL IN CHILD WELFARE AGENCIES**
- 3. BRAINSTORM: HOW CAN THIS MODEL FACILITATE IMPROVEMENT, AND AT THE SAME TIME ENHANCE DESIRABLE RETENTION**

Participants will be able to:

Cognitive Objectives

- Define Design Team (DT) Model
- Describe how the DT Model can be used as an intervention in improving child welfare staff retention.

Affective Objectives

- Value how the DT Model can promote change and improve retention in a child welfare organization.

Handouts: “Pre-conditions for Design Team Success”, “Sample Accomplishments of Design Teams in NYS”

Reference: Resource Guide pages 1-4

BREAK 10 MINUTES

ACTIVITY III THE FACILITATOR ROLE IN PREPARING TO MEET AGENCY LEADERSHIP 60 MINUTES

STORY BOARDING, A SMALL GROUP ACTIVITY

- 1. WHAT DO YOU NEED TO KNOW ABOUT THE AGENCY AND ITS LEADERSHIP?**
- 2. HOW TO SCHEDULE A MEETING AND SET THE AGENDA**
- 3. HOW TO DEVELOP A COLLABORATIVE PARTNERSHIP – ENGAGING LEADERSHIP**

Participants will be able to:

Cognitive Objective

- Obtain knowledge of the many facets of how facilitators may begin a collaborative relationship with agency's leadership

Affective Objective

- Reflect on their own experiences while exploring the motivation of agency leadership

Handouts: "Facilitator's Role in Preparing to Meet Agency Leadership" (Handout developed from participant feedback from story board activity)

LUNCH

60 MINUTES

ACTIVITY IV DEVELOPMENT OF A DESIGN TEAM 2 HRS 15 MINUTES

- 1. AGENCY LEADERSHIP VIGNETTES A, B**
- 2. AGENDA SETTING**
- 3. FIRSTSTAGE OF TEAM DEVELOPMENT/PRACTICE FACILITATOR SKILLS**
- 4. FIRST 3 DT MEETINGS VIGNETTES: A-1, B-2**

Participants will be able to:

Cognitive Objective

- Describe how facilitators may influence early team development

Behavioral Objective

- Verbally demonstrate a facilitator skill

Affective Objective

- Examine feelings related to facilitating early meetings with a newly formed team

Handouts: "Vignettes", "Agenda Setting", "Tips for Design Team Facilitators", "Facilitators' Tools for Team Formation" (pgs 7-9 Resource Guide), "Resource Packets, Samples of Design Team Agendas and Minutes from Early Stage of Development", "Selecting Priorities for Actionability".

Day Two at a Glance

Start time 9:15

ACTIVITY V ACTION LEARNING: THE LOGIC MODEL 60 MINUTES

- DEFINE ACTION LEARNING/LOGIC MODEL
- BENEFITS OF LOGIC MODEL
- ROLE PLAY: FACILITATING THE LOGIC MODEL
- EVALUATE THE LOGIC MODEL PROCESS FOR FACILITATOR AND TEAM

Participants will be able to:

Cognitive Objectives

- Explain the various segments of the logic model and their relationship to the data driven nature of the DTs.
- Describe how the logic model can be used as a tool in creating organizational improvements.

Behavioral Objective

- Facilitate the logic model, keeping solution focused.

Handouts: "Blank Logic Model", "Four Vignettes Illustrating Organizational Problems", "Sample DT Logic Models", "Sample Logic Model Agenda".

Resource Guide: pages on logic model.

ACTIVITY VI PROMOTING SHARED LEADERSHIP FOR SELF-DIRECTED TEAM 30 MINUTES

1. MIDDLE STAGE OF DEVELOPMENT
2. STRENGTHENING SHARED TEAM LEADERSHIP

Participants will be able to:

Cognitive Objectives

- Identify opportunities for increasing the degree of shared leadership within a team during the middle stage of team development.

Behavioral Objectives

- Demonstrate the degree of shared leadership within the participants' group using a team game as a tool
- Develop commitments to increasing the degree of shared leadership

Handouts: a set of "Strengthening Shared Leadership Statements" and cards numbered 1-4.

BREAK

10 MINUTES

ACTIVITY VII MOTIVATING THE TEAM FOR SUCCESS 90 MINUTES

- **CREATIVE PROBLEM SOLVING STRUCTURES**
- **EXPANDING DESIGN TEAM INFLUENCE**
- **FACILITATOR COMPETENCIES/HELPING TEAM WORK TOWARD IMPLEMENTATION**

Participants will be able to:

Cognitive Objective

- Explain key competencies needed for improvement priorities

Behavioral Objectives

- Develop creative problem-solving structures
- Demonstrate how to influence positive outcomes

LUNCH 60 MINUTES

ACTIVITY VIII THE POWER OF DATA 45 MINUTES

1. ONGOING EVALUATION AND USE OF SURVEYS

Participants will be able to:

Cognitive Objective

- Differentiate the possible uses of data from surveys

Behavioral Objective

- Articulate how ongoing evaluation of data can support change

Resource: Print-out of Surveys: A Turnover Prevention Inventory, Caseworkers, Supervisors, Commissioners and Managers; Demographics; Job Satisfaction Survey; Perception of Child Welfare Work, Physical Work Environment, Support Systems; Design Team Questionnaire; Management Training Questionnaire.

ACTIVITY IX TERMINATION / CONSULTATION

1. THE FACILITATOR MOVING TO A CONSULTATIVE ROLE

2. CONTINUING TO EMPOWER THE TEAM

Participants will be able to:

Cognitive Objectives

- Explain why it is important for facilitator to move to a consultative role
- Recognize when this move should happen during team development

Behavioral Objectives

- Use handout "Targeting Positive Change" to help accomplish the task of successful transitioning.

Affective Objectives

- Examine emotional processes that may result from the team as a result of the transition.

Handouts: "Targeting Positive Change"