

# DEVELOPING YOUR INNER SUCCESS DETECTIVE

## MOVING FORWARD WITH REGIONAL TRAINING

### FACILITATOR'S TOOLBOX

#### Introduction

When learning any new skill, practice is essential. This Facilitator's toolbox was created to help WIC clinic supervisors reinforce the Appreciative Inquiry (AI) and Motivational Interviewing (MI) concepts presented by Nora Lynch, to make the learning stick and continue to grow. The five accompanying agendas are organized into 35-75 minute refresher trainings. The agendas use resources provided from the Regional Training that are also available on the [CO WIC website](#) under [Agency Staff > Regional Training](#). The activities can be conducted at staff meetings, one-on-one meetings, or during staff performance appraisals.

#### Your Opportunity

These materials are intended to support your staff development activities. Because each Local Agency is unique, no single training tool works perfectly for all. Use of your agency's creative talent pool may yield additional ways to use this training tool for future staff trainings.

#### Styles and Skills

WIC participants seldom present problems wrapped up in neat scenarios. The concepts of asking (curious), affirming, informing and listening combined with appropriate body language, use of silence (pause), and positive atmosphere of the clinic are powerful tools that can help WIC participants achieve success. Staff can individualize these tools in a manner that is comfortable, genuine and authentic to them. The agendas offer staff the opportunity to better understand, practice, and become comfortable with incorporating AI and MI concepts into their everyday interactions with WIC participants.

The agendas incorporate a variety of training techniques; including lecture, role-playing, participative exercises, experience-sharing discussion, group and guided discussion. Use a variety of techniques to accommodate individual learning styles.

## Facilitator's Preparation

All of the materials needed to conduct each agenda activity were provided at Regional Training and are available on the [WIC website](#). How these agendas are used depends on the facilitator's preference, learning styles of the staff, and resources available to conduct a staff meeting.

Here are suggestions when planning staff trainings:

### Step 1: Develop a *Developing your Inner Success Detective* Implementation Plan.

- Establish a timeline for group or one-on-one meetings for those agendas you wish to present. Ideally, agendas 1-4 should be presented at least 1 month apart to ensure progressive obtainment of new skills.

### STEP 2: Preparation for a training session includes:

- View Nora Lynch's presentations posted on the WIC website (under Agency Staff> Regional Training). As part of each agenda, under resources column, there lists the location of each video clip covering that particular content. You can use this information in several ways:
  - View the particular content as a refresher prior to conducting the meeting.
  - Notify staff in advance of the meeting and ask them to view the particular content of the video as preparation.
- During the meeting:
  - View video clips as a group.
  - Review the handouts provided from the training.
  - Practice incorporating some of the concepts into your counseling when applicable. Drawing from your own experiences increases the power of your message.

### STEP 3: Modify agendas as needed. For instance:

- If staff members enjoy small group discussions, allow more time for these.
- You may prefer to substitute actual situations for the activities, or develop new hypothetical situations relevant to your clinic that will encourage discussion on an important topic.

### Step 4: Decide the flow.

- The agendas are organized to provide a summary of main points for a particular content area to focus on. You may decide to use Nora's PowerPoint to emphasize the main point while staff members follow along with a hard copy of the PowerPoint slides as a visual tool. Or you may choose to show the video clip to a group and then you, as the facilitator, emphasize the main points.

## Keeping the Momentum Going

Give staff 30 days to practice and become comfortable with one new behaviour. Then build upon that goal every 30 days.

A great amount of learning is derived from shared experiences and learning from the failures and/or successes of others. Provide opportunities where staff members can share their own experiences.

Once staff are off and running using AI and MI, you may choose to use the revised *WIC Visit Assessment & Counseling Evaluation Tool* (available on the website: Agency Staff > Regional Training) to evaluate their successes. This tool offers additional opportunities for feedback; to strengthen understanding, provide encouragement, and acknowledge success.

### TIPS FOR SUCCESS

- Use the language of the training when giving feedback.
- If you lack time or availability for staff meetings provide one-on-one coaching for one or two staff members at a time.
- Include a key training point at every staff meeting or e-mails to the whole team.
- Develop a peer-to-peer buddy system to increase support and accountability with individual goals around use of Appreciative Inquiry and Turbo Goal Setting.
- Create opportunities for peers to teach others what they learned from the training.
- Notice successes and affirm effort.

*“Don’t take no for an answer. Everyone has a success” – Nora Lynch*