



Speaking With *One* Voice
Civil Rights Virtual Symposium

HONORING THE PAST,
SHAPING THE FUTURE

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**Facilitating Learning: A DBE
Train-the-Trainer Session**

Your Speaker

- Stan Hammonds – Lead Training Program Analyst; Policy, Education, and Outreach Division, Departmental Office of Civil Rights, U.S. Department of Transportation



Purpose of the Session

- The goal of this session is to aide DOT's Operating Administration staff in providing consistent training and guidance to recipient certifying agencies regarding the DBE/ACDBE program.
- The DBE Train-the-Trainer (T3) Program will be introduced and some fundamental methods for improving the quality and consistency of DBE certification training will be presented.



Overview

- The Reason T3 is being Implemented
- Describing the DBE T3 Program
- The Training Component of T3



Why do we need a DBE T3?

The Reason T3 is being Implemented



The Directive: DOT Order 4220.1

- Clarified the roles and responsibilities of those within the Department responsible for the implementation of the DBE program
- Directed DOOCR to establish a T3 program to aid OA staff in providing consistent training and guidance to their recipients.



Purpose and Benefits of T3

- Increased information and collaboration sharing among stakeholders
- More consistent and effective training
- Most efficient use of training resources



What is it?

Describing the DBE T3 Program



Target Audience

Designed for headquarters and field staff of the

- Federal Aviation Administration,
- Federal Highway Administration, and
- Federal Transit Administration

who provide technical assistance to DOT recipients administering the DBE program.



T3 Goals

- Interaction of DOOCR's Policy, Education and Outreach Division with the target audience and DOOCR's Disadvantaged Business Enterprise Division, as they work to fulfill their DBE responsibilities.
- Opportunities for participants to develop standard responses to difficult programmatic questions and expand the knowledge and skills required to train recipients.



What are the desired outcomes?

- More consistent application of DBE regulations
 - Where to get official guidance
 - Who to go to with questions
- Increased awareness
 - Roles and responsibilities within the DBE program
 - Responsibilities of recipients and external stakeholders



More Desired Outcomes

- Better preparation
 - Communicate DBE program requirements
 - Establish compliance expectations
- More intermodal DBE training collaboration
 - Discussions about challenges and successes of training delivery
 - Development of training activities



What will it look like?

- Series of recurring, in-service type workshops
- Discussing the DBE program requirements and planning future training initiatives
- Content will vary; some topics to be covered include the following:
 - Roles and responsibilities
 - Program objectives
 - Program requirements
 - Compliance and enforcement

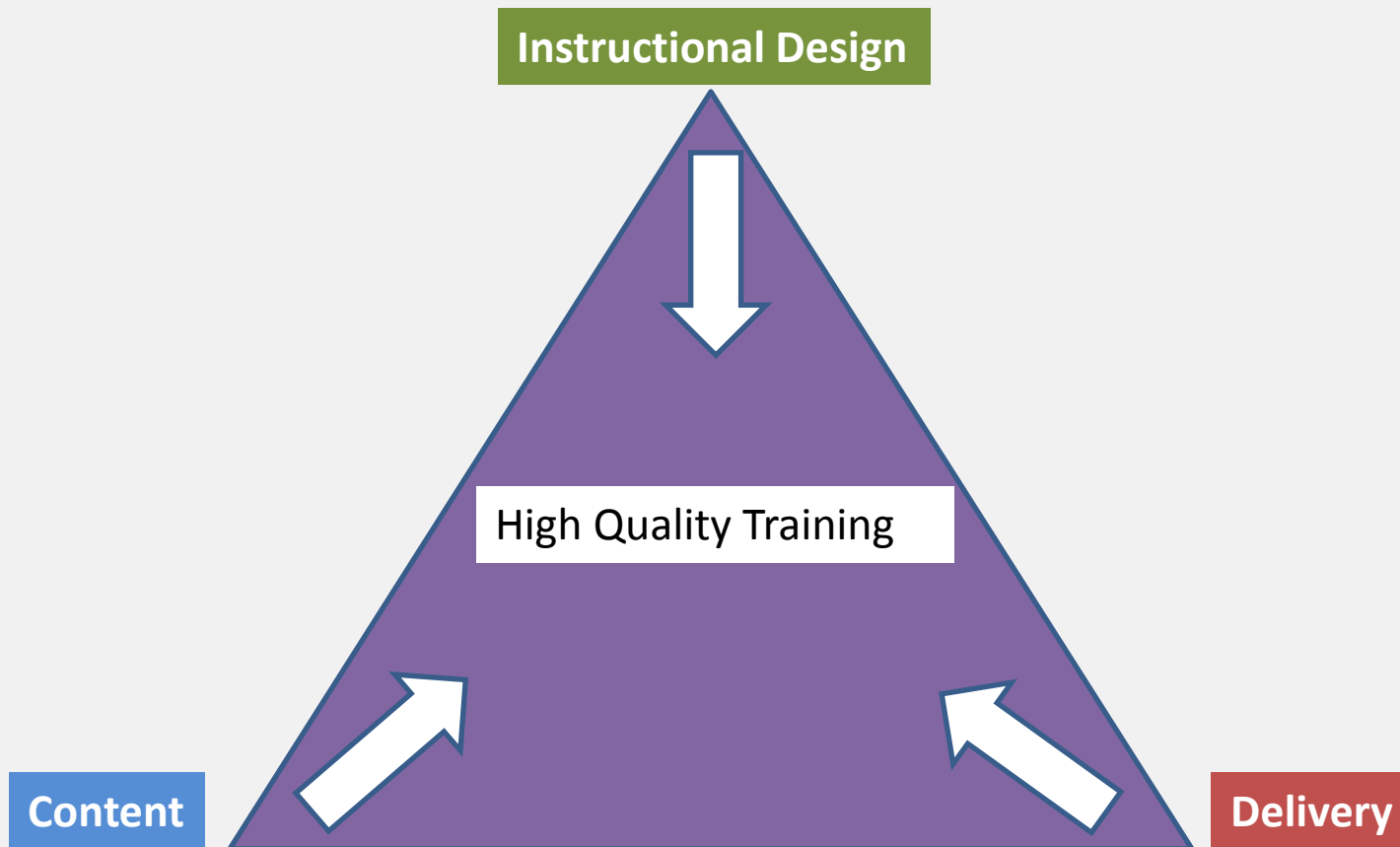


How will it work?

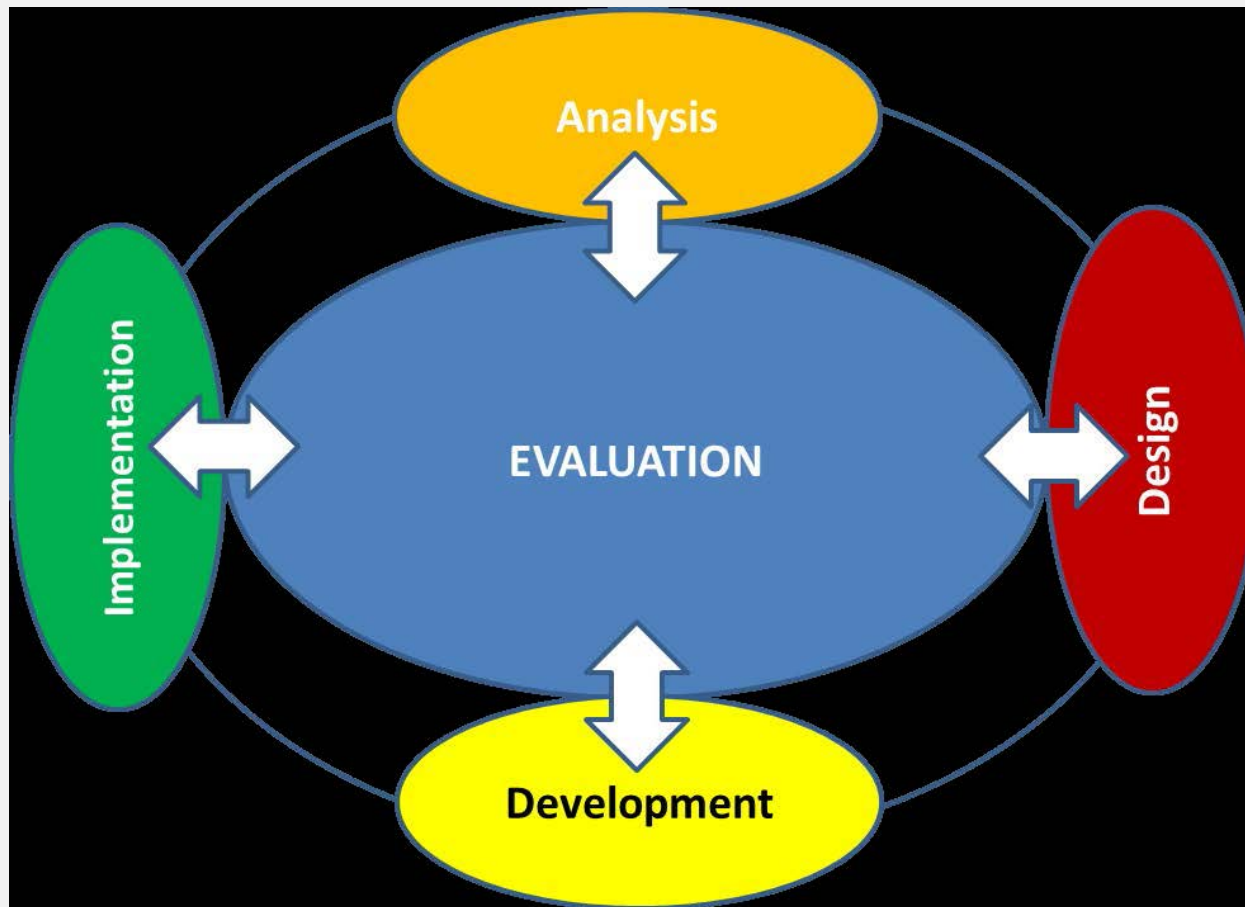
The Training Component of T3



The Focus of Training



Framework for Strengthening DBE Training: ADDIE



Analysis Outcomes

- Clarification of need
- Identification of learning objectives
 - Learning: A change in the way we think, feel, and/or behave about the topic
- Bottom-line questions
 - What do you want participants to do differently or better?
 - What do you want participants to stop doing?



Design Outcomes

- What type and what method?
 - Considerations: topic, cost, learning retention
 - Pros for in-person: engagement, real-time responsiveness, and learning from peers
 - Pros for online: cost, flexibility, scale
- How much? How long?
- Chunking and sequencing



Development Outcomes

- Training materials
- Assessment methods
- Evaluation methods



Implementation Outcomes

- Participant feedback
- Stakeholder feedback
- Seeing it all come together
 - No training is perfect
 - What worked well?
 - What fell flat?
 - *Good judgment comes from experience, and a lot of that comes from bad judgment.* ~ Will Rogers



Evaluation Outcomes

Training Effectiveness **(During the Training)**

- How well did the training go?
- Did participants like it?
- What was learned?

Effective Training **(After the Training)**

- What did participants take back with them to their jobs?
- What behavioral changes occurred?
- Are the participants better able to accomplish the mission?



Presentation and Facilitation Skills

- Communicating Effectively
- The Attention Step: Getting everyone focused
- The Art of Facilitation
- Asking Effective Questions: You won't get good answers if you don't ask good questions
- Summaries and Transitions: The exit and entry ramps of instructing
- Don't let the tail wag the dog: Using resources effectively



Questions



Thank you very much!

Request additional information or pose questions to the following:

Stan Hammonds

stanley.hammonds@dot.gov

202-366-9367

