

Public Service Workshops Program

Trainer Certification

Committed to the Professional and Career Development of New York State PS&T Unit Employees

Public Service Workshops Program

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Public Service Workshops Program

PSWP

- Professional Development Program of Rockefeller College, UAlbany.
- Since 1983, the Public Service Workshops Program has developed training programs for the continued professional development of PEF employees
- Funded by NYS Governor's Office of Employee Relations and the Public Employees Federal (AFL-CIO), representing Professional, Scientific, and Technical Unit employees of New York State
- Recent contract began September 1, 2009, and will continue through December 31, 2011

Public Service Workshops Program

What is the Need?

- Professional development of trainers statewide
- Uniform competencies for those who train the NYS workforce
- "Formal" education and certification of competencies needed to train others

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Who needs this training?

- Staff in professional training titles
 - Over 400 Civil Service trainers
- Staff not in formal training titles but in jobs requiring them to train

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Goals

- To recognize the breadth and experience of trainers across the NYS workforce
- To provide trainers with a common platform of competencies
- To ensure that those who complete the program will be equipped with the knowledge and tools to effectively train others in the state workforce

Public Service Workshops Program

Research

- An extensive search for training programs yielded:
 - Government programs
 - Private companies
 - Professional organizations
 - Educational institutions

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Findings

- Wide variation of providers
- Generally several days (2 -10 days)
- Some have a core/elective structure
- Not all provide certification from a recognizable body
- Some offer blended-learning approach (classroom with online software)
- Most willing to customize

Competencies Identified

- Curriculum Design
- Facilitation Skills
- Evaluation Building and Analysis
- Presentation Skills
- Implementing Instruction
- Skills and Needs Assessment
- Managing Difficult Classroom Situations
- Educational Technology
- Eliciting Feedback
- Questioning Techniques
- Understanding Adult Learning
- Using PowerPoint

Identified Courses

- Adult Learning Theory
- Developing Goals and Objectives
- Effective Presentations
- Alternative Learning Techniques
- Interactive Training Methods
- Facilitation Skills
- Needs Assessment and Evaluation
- Using Technology in the Classroom

Program Qualities

- Multiple days of training
- Core and elective courses
- Touches on all basic competencies
- High quality staff
- Certification
- Train-the-trainer component

Instructors

- Experienced trainers of adult learners
- Experience with a variety of delivery methods
- Practical v. academic experience
- Travel to Albany
- Ability to provide a train-the-trainer component

Train-the-Trainer

- Participants selected in advance
- Participants attend certification courses
- “Masters” session
- Participants qualified to duplicate the training to other trainers across NYS

Trainer Certification

Let's break into small groups
to solicit your feedback

Small Group Questions

1. What are three critical components that should be included in a NYS trainer certification program?
2. Are there any additional competencies or courses you would like to see addressed in trainer certification? What should be core/elective courses?
3. What type of certificate/certification should be awarded after the program is completed?
4. Are there any elements that should be added to the train-the-trainer component?