



Mandatory Training — Making It Engaging, Exciting, and Effective



Today's Objectives....

- Discuss ways that healthcare organizations use to make mandatory education work
- Learn about new methods, techniques, and tools for effective education
- Develop feedback mechanisms for employees around effective education

Creating a Culture of Compliance
Detection, Prevention and Correction
Elements of an effective compliance program



Current states....

- ▶ What is "mandatory education"?
- ▶ What mandatory education is done now?
- ▶ What approaches do you take?
- ▶ What are the current challenges?



Effectiveness of Various Methods

- ▶ Live Lectures
- ▶ Video
- ▶ Quizzes, Tests, Certification?
- ▶ Interactive
- ▶ Hands on

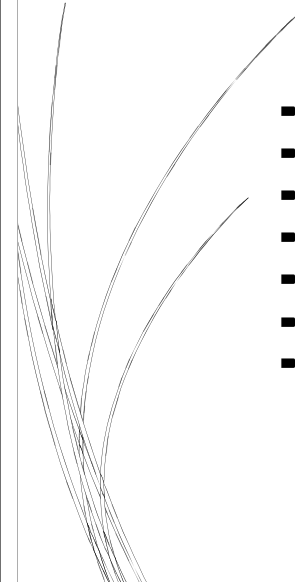


Effectiveness: Principles of Adult Learning

- ▶ Goal oriented
- ▶ Relevancy-Oriented
- ▶ Many, many experiences, stories, and history
- ▶ Practical



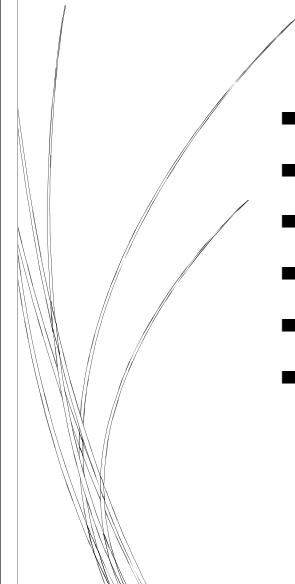
Barriers to Adult Learning

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- ▶ Lack of time
 - ▶ Money
 - ▶ Interest – Why Bother?
 - ▶ Confidence
 - ▶ Lack of reason why learning makes a difference
 - ▶ Family issues
 - ▶ Scheduling problems

■ Malcom Knowles, The Andragogical Model



Motivating the Adult Learner

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- ▶ Social relationships
 - ▶ External expectations
 - ▶ Social welfare
 - ▶ Personal advancement
 - ▶ Escape/stimulation
 - ▶ Cognitive interest

■ Malcom Knowles, The Andragogical Model



Key factors for Adult Learning Feedback

- Be as specific as possible—Clarify the purpose
- Sooner the better
- Connect to learner's reason for taking the course
- Present feedback carefully
- Engage learner in the feedback

■ Malcom Knowles, The Andragogical Mode



Examples from the field.....

- How have YOU motivated your staff?
- How have YOU provided feedback?



Let's design some learning....

- You're required to provide interpreter services. How do you educate/train staff around their responsibilities?
- You're required to provide training around Trans issues or Human Trafficking. What techniques would you use?



Conclusion and Questions

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