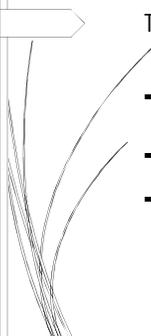




Mandatory Training — Making It Engaging, Exciting, and Effective



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



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graph TD; E[Education] --- C[Communication]; C --- MA[Monitoring and Auditing]; MA --- ES[Enforce Standards]; ES --- PRCA[Prompt Responses and Corrective Action]; PRCA --- PP[Policies and Procedures]; PP --- O[Oversight]; O --- E; C --- MA; MA --- ES; ES --- PRCA; PRCA --- PP; PP --- O; O --- E
```

Current states....

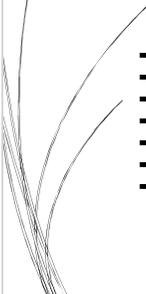
- What is "mandatory education"?
- What mandatory education is done now?
- What approaches do you take?
- What are the current challenges?

Effectiveness of Various Methods

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

Effectiveness:
Principles of Adult Learning

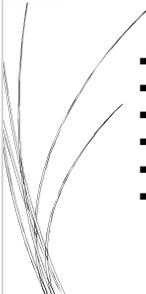
- Goal oriented
- Relevancy-Oriented
- Many, many experiences, stories, and history
- Practical



Barriers to Adult Learning

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

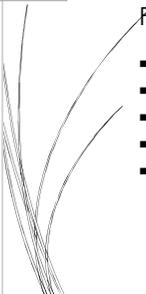
■ Malcom Knowles, The Andragogical Model



Motivating the Adult Learner

- 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 Model

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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