Facilitator's Guide: weSupport Training

STAR

SUPPORT. TRANSFORM. ACHIEVE. RESULTS.

Health Care

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What You'll Need, What You'll Receive

To implement weSupport Training for Supervisors you'll need:

- ✓ A computer with Internet access
- ✓ Optional – headphones, mouse
- ✓ Video recording equipment to create customized company video
- ✓ A digital camera to take pictures at your organization to customize training

You'll also need a license for cTRAIN and cTRAIN builder, the software used to customize and deliver weSupport Training for Supervisors, to implement weSupport Tracking. Click here to read about the various options.

Schedule of STAR weSupport Training Events

STAR Workplace Events in Sequence: weSupport Tracking Events in **Bold**

1. STAR Announcement
2. Leadership Education Session
   a. **weSupport Training** & weSupport Tracking (Trial 1)
3. Sludge Session
4. STAR Facilitators Collect Trial 1 booklets, Enter Data, and Prepare Feedback
5. Manager-Only Session and Culture Clinic
   a. Trial 1 weSupport Tracking Group Feedback
6. weSupport Tracking (Trial 2)
   a. Individual Feedback from Trial 1 used to set goals for Trial 2
7. STAR Facilitators Collect Trial 2 booklets, Enter Data, and Prepare Feedback
8. Forums
   a. weSupport Group and Individual Feedback (Trial 2) provided to supervisors

See also the STAR Executive Summary and Calendar for an overview of the whole STAR intervention.

Background for the STAR Facilitators

The weSupport Training is a bridge between the participatory sessions and the weSupport Tracking activity. The training program is designed to establish, improve, or reinforce existing supervisor behaviors that support a positive integration of work and non-work roles in their employees and in the supervisors themselves. Supervisors often need additional guidance and motivation to make the changes necessary to develop a STAR work environment and the weSupport Training is an integral step in the process.

Purpose

The weSupport Training was designed to: (1) reinforce supervisor's learning from the participatory STAR sessions and teach them more specifically how they can provide family and personal support as well as performance support to their employees; (2) introduce supervisors to weSupport Tracking.

STAR Facilitator Responsibilities

A Facilitator's role is to consistently administer the weSupport Training. Using this guide, a Facilitator will have all the steps needed to encourage high compliance and behavior change. A Facilitator also must gather some information about the work culture so that the training can be customized and more relevant for the supervisors taking the training.

Prepare for the Training

1. **Obtaining the License and Downloading the Software**

   Visit the online store to determine the appropriate license for your company's needs: http://www.nweta.com/store/ctrain-training-builder/

   You will be able to download a copy of the cTRAIN software with the weSupport Training component.

2. **Customizing the Training Content**

   The training program can be customized in two areas. First, specific information about the culture of a company can be inserted in the training section '*What We've Learned About Your Company*'. Second, videos and pictures from a company can be inserted, making the training more personal and applicable.

   Customizing Information

   Before you customize information about your company, you'll want to do a little research and gather information. Some information can come from the employee handbook and/or HR policies and procedures. Other information can come from employees and other managers at your company. You can administer employee climate surveys or conduct some interviews or focus groups with employees.

   The areas of information you want to focus on are:

   - Policies and procedures, especially as they pertain to time off and scheduling
   - Work environment
     - How structured is the work and the work hours?
     - How do coworkers work together? How supportive are they of one another? Does the type of work necessitate cooperation?
     - What are some outside constraints on the work, such as the regulatory environment?
   - Performance evaluation
     - How do they happen? Are evaluations seen as fair?
     - What behaviors are rewarded and reinforced?
   - Work stressors
     - What are stressors faced by employees? By managers?
     - How much control and say do employees at your company have about their work?
     - Are roles and responsibilities clear?

   You should also create a multiple choice question based on the content above. Test it out on a few people to make sure it can be understood and isn't too easy or too hard.

Taking Videos and Pictures

We suggest creating a brief video of a high-ranking manager in your organization, demonstrating their support for STAR and its principles at your company. This video can be embedded in the training for supervisors to view (see below for the technical instructions to do this).

Also take some pictures of people working around your company, particularly of people talking and working together. These pictures can replace pictures currently in the training.

How to Setup and Run the Training Sessions

What you will need:

- ✓ Laptop with training loaded
- ✓ Headphones and mouse for each computer (if desired)
- ✓ Extension cord with surge protection

Setup

About 10 minutes before participant is scheduled to arrive, a Facilitator should set up the training environment.

1. Unpack materials and lay them out on a table.
2. Plug in computer power cord.
3. Press power switch to boot up laptop (if off).
4. Each time the computer is powered up, verify each computer is setup using the system preferences described below. (Do this each time the computer is powered up.)

System Preferences

1. Access System Preferences in the pulldown menu on the top left under the apple
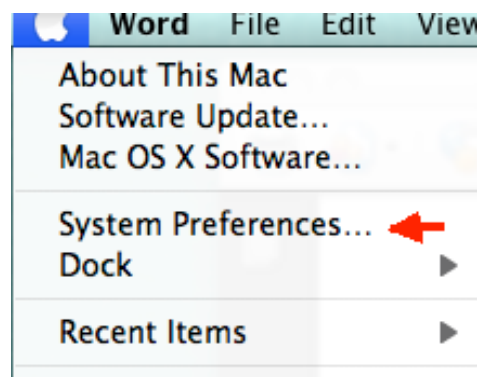
2. Adjust the following System Preferences:
   o Energy Saver – Power Adaptor
     ▪ Computer sleep set to never
     ▪ Display sleep set to never
   o Sound – Output volume
     ▪ Hash mark 4 (of 5)
       • Note: If volume seems too loud for the work environment, adjust accordingly.

- o Date and Time: current date and time (Always check this!)
- o Speech – Text to Speech
  - ▪ System voice: Alex
  - ▪ Speaking Rate: Normal

3. Set screen brightness to maximum >>>>>
There is a button on the laptop keyboard to adjust brightness.
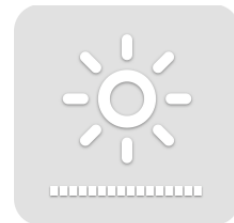
4. Plug in the headphones to the headphone port.
   - o This step is optional if the CBT is conducted in a private room.
   - o Mandatory if door is open or if there is a 2nd person in the room.
   - o Headphones can be left unplugged until cTRAIN introduction is completed if STAR Facilitator is verbally administering the introduction.
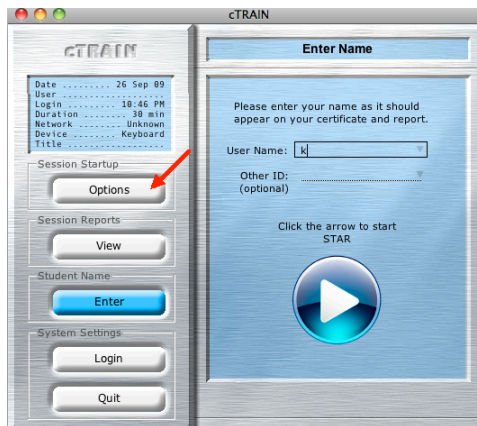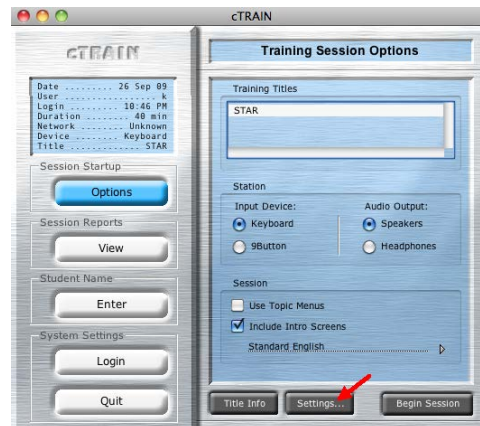
Starting cTRAIN Software

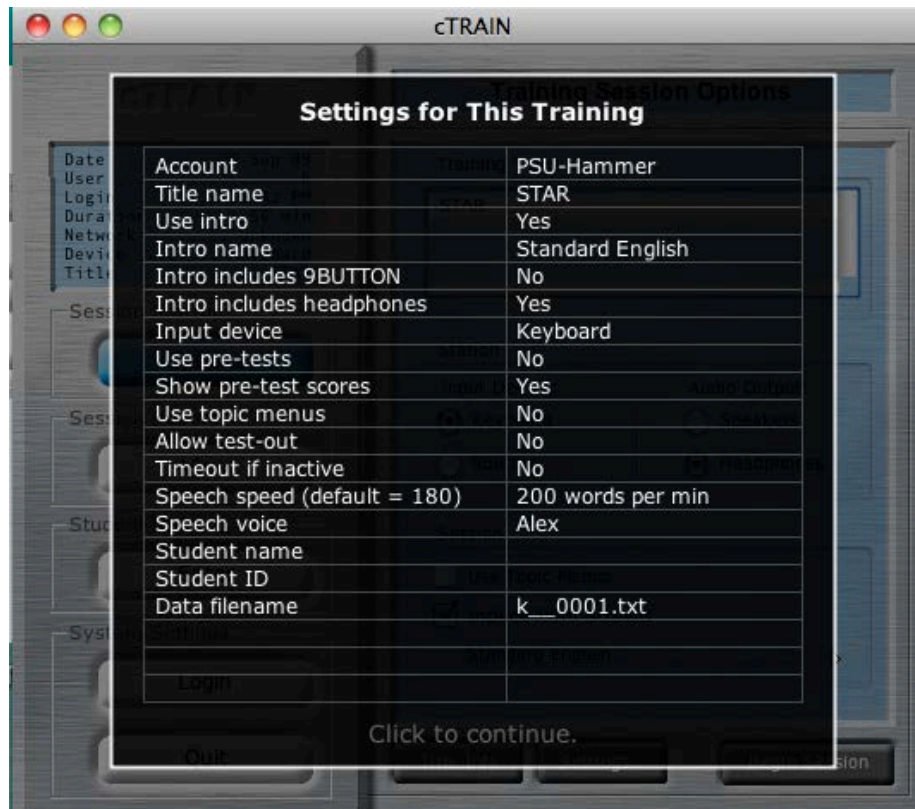1. Double click the cTRAIN icon >>>

The first time you open cTRAIN, verify the settings, by clicking Session Startup Options:
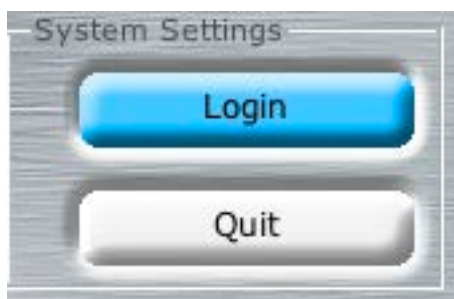

Click Settings (bottom of screen):

You should see the settings below. If not or to change defaults, see Changing the Default Setting on the next page.
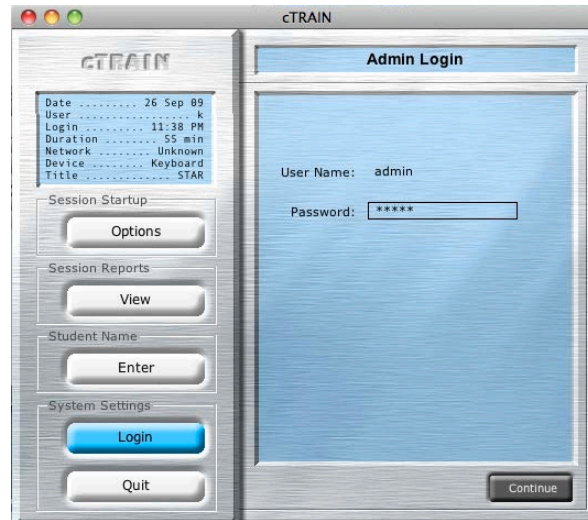

Changing Default Setting (Optional)

If you want a change in the defaults, follow the instructions below.

1. Click "Login" under System Settings:

2. Enter the User name: **admin** and the password: **admin**

At the bottom of the screen you will see three buttons that enable you to customize the training.

For example, click on "Session" and check the boxes to change:
- o Pre-Tests
- o Intro Screens

Exiting the screen will set your changes as the new defaults. To return to the startup screen, click "Enter" under "Student Name."

Start weSupport Training

1. For each supervisor, enter a User Name before they start the training.
    In the User Name rectangle, enter the User Name (k below), and click the arrow:
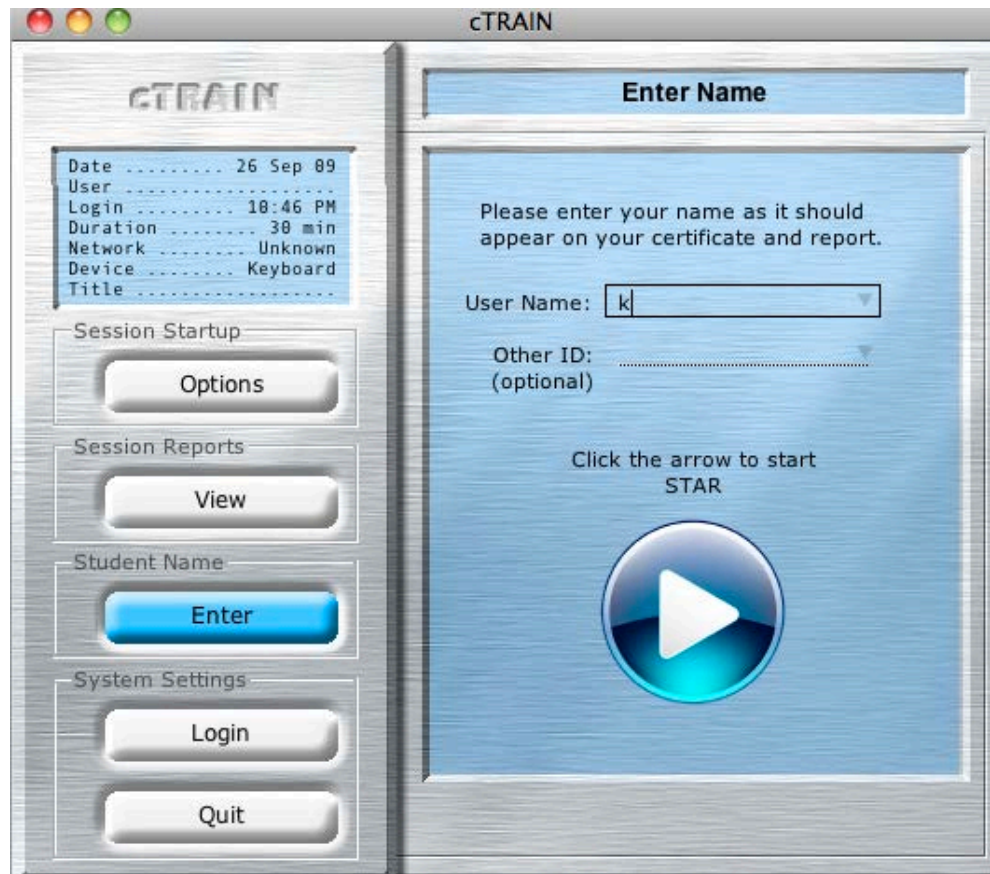
2. Introduce the participant to weSupport Training using the following language:

    Greet the participant and introduce yourself. Say the words in italics below.

    Hi, it's nice to see you again and thanks for being available for this session. My name is _____ and I am the STAR Facilitator.
    Before we get started, can I ask you turn off your cell phone?

    Because this is a training, I am going to read this to you so that everyone hears the same instructions.

    Greet and give an overview of the weSupport training.

    I have listed that you are [NAME – confirm spelling if needed]. This training is designed to follow up on the initial Leadership/Manager's session that was provided by CultureRx as part of the STAR rollout to provide you with information

on the importance of being a supervisor who is supportive of employees' family and personal issues, and who focuses on providing performance support. Basically, we are providing you with the managerial tools for moving into a STAR environment. At the end of the computer training, we'll talk about an exercise that will reinforce what you've learned by tracking some specific supportive behaviors that you engage in with your employees.

You will be completing a training session on this laptop that will provide you with the tools you need to develop more skills to assist you and your employees in improving family/personal and performance support.

At periodic intervals you will complete a short quiz assessing what you've learned and providing you feedback. As you'll hear when I start the introduction, if you make an error on one of the short quizzes, you will be asked to review that material again.

The training will take about 30-45 minutes and I will be here to assist you if you have any technical problems or answer any other questions you might have.

3. Get participant set up on laptop and demonstrate how to go through the training*.*

Verbally go through the Introduction slides instead of having the participant read them on his/her own. Make sure to know the content of each of these introductions ahead of time so that they can be easily and quickly explained.

SAY:
If you have any questions during the training, please ask me.

Sit nearby but not too close as they complete the computer-based training.

While the participant is completing the training, **set up the iPod touch for the weSupport Tracking**.

Finish and Exit weSupport Training

When participant has finished the training, ask if they have any questions. This is also the time to introduce the weSupport Tracking Activity. This activity is described in detail, see Facilitator's Guide to weSupport Tracking, found in the weSupport Behavior Tracking Materials.

Do you have any additional questions about the computer training or behavior tracking exercise?

Thank you for participating. If you have any questions, here is my card with my contact information. Please don't hesitate to contact me.
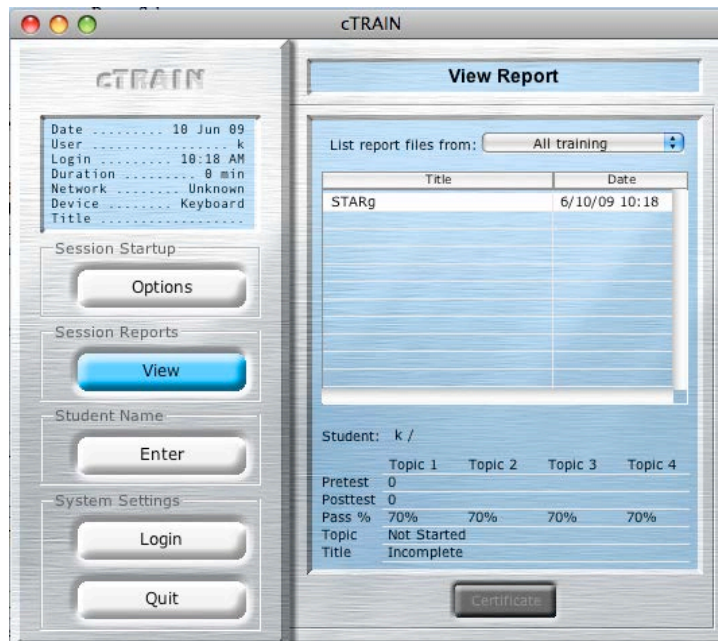
1. Check that the Computer recorded their data.

   When the training finishes, you should see the following screen:

   If you do not see this screen below, press the E**sc key.**

2. Press 4 to save, then Press 9.
After you Press 9, you will see the training results on this screen:

3. To start the training again: Click Enter (Student Name) and you are back to the Enter Name screen (p.6)

Back up Data

A Facilitator should back up the training data periodically.

1. Double click the cTRAIN folder

2. Copy data files from the Data folder AND the Recovery folder onto a USB drive.

   Note: The Data folder has data from participants who completed training and the Recovery folder has data from participants who stopped mid-training.

3. Shut down the computer when you have finished training for the day.
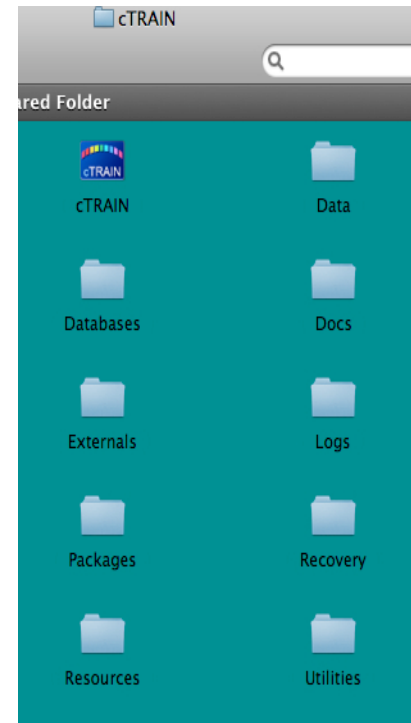
Editing and Customizing Pictures and Video

Builder allows you to add or replace pictures and movies and change text or add screens of information relevant to your organization. Consultation is available to support use of the editing program BUILDER which can be used to add movies or pictures or new information. See http://www.nweta.com/fssb-computer-based-training/ for more information.

Text

Double click cTRAIN Builder. Select Edit (NOT Create) and click Open Title – open the folder with your title in it and select Main.rev. A manual accompanies Builder and there is a quick-start sheet than answers most questions.

Enter the results of your survey in cTRAIN using Builder.

Go to the desired slides and change the information in there as needed. Try to keep the same questions if they are relevant. If the quiz question is not relevant to your survey results (viz., that there was a perceptual gap), then change the question (you cannot delete it, but you can change the text) and answers. If you change this question, you also have to change the same question in the pre-test.

Pictures

Take pictures of major processes or activities in your company and put them in the training, replacing the pictures in there. Include people in pictures as some pictures are intended to reflect people talking. To do this in Builder, get your new picture (it needs to be the same size as the picture you are replacing) in your computer, hover your mouse over the picture in your title you want to change, hold the control key down and click. Select swap pictures and select the new picture that will replace it. You can move it into place once it is on the screen. If the picture is not exactly the same size, the way to change the size of the space for the picture is to use line returns to change the space – but be careful you don't run any text off the screen.

If you have enough new information to have more screens you can add screens, and you can also delete screens.

Movies

Take a movie of your CEO or COO speaking briefly in support of the study. Import the movie into a program such as iMovie and 'share' (in iMovie) it as a Quicktime movie. The following settings from iMovie work, though other settings could work as

well.

Once all changes are completed, close the Title and Builder.

If you wish to use the training on your PCs (Mac or PC), contact NwETA and obtain the appropriate cTRAIN software. Place the folder with the training in the Packages folder in cTRAIN. If you want to place the training on the internet for your supervisors to take, select the Preview Web title tool and check the result on the internet to be sure no text overlaps with the pictures (eg, part of it may be covered by the pictures). You can have both the PC/Mac and internet delivery methods for the same cost.

For internet delivery, use the following Builder tools:
- ✓ Check title integrity
- ✓ Convert movies and sounds

Upload training (if available). If the upload is not available, zip (compress) the folder with the title in it and send it to your contact at NwETA who will upload it for you and give you a link to the internet version.