

Member Development and Support – Training

(New Program Start-up Institute, Memphis)

Ideas

Red Group (National Direct Programs)

- Use training to create buy-in
- Create a training schedule
- Use local trainers (outside of your project)
- Members create their own training plan (take ownership)
- Base training plan on skills inventory taken at beginning of term of service
- Videotape trainings to keep consistent
- Utilize cross-AmeriCorps organizations to help socialize, community building (getting bigger picture), and share costs in training activities
- Utilize community partners and train-the-trainers
- Peer training
- Interactive/multimedia
- create a training plan for each (core, mission, professional)
- feedback model for quality improvement

Blue Group (State Programs 1)

- provide quarterly, ongoing training
- Use train-the-trainer model
- Monthly member meetings/service activities: motivation, increase knowledge, meet & greet other members
- Use 2nd year members as facilitators
- integrate team building regularly
- training should be directly tied to vision
- the vision should be clearly displayed
- training should be member (group) specific, e.g., using break-out sessions
- Members do a service project together
- ice breakers are great for building teams
- increase outdoor activities for training
- use feedback from members

Green Group (State Programs 2)

- Build into site agreement
- combine training with other meetings/trainings
- staff development on regular basis
- give "life after AC" booklet at the beginning
- Peer training
- clear expectations
- collaborate with other groups, joint service projects
- 2nd year members provide training
- project-driven training
- Ask members: what would they like to receive training in?

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Green Group (State Programs 2) - Cont'd

- What does the commission expect? (e.g., disaster relief training)
- Database of members' skills
- ask members to write up training plans/proposals (promotes literacy)
- Not just AmeriCorps training, but life trainings: "Friday Enrichment Activities" Visit local non-profits to learn about their services, do a service project, and learn what their AC training can be used for after service term, or available service opportunities.
- Multiple level trainings; i.e., advance training track for second term members
- life skills training for after AmeriCorps

Questions and Challenges

Red Group (National Direct Programs)

- Sites in different areas
- members are there for various reasons
- if we have a set schedule, some members may choose series of trainings that already appeal to them and ones that are needed.
- Assure our program is providing balanced training for each site
- what training should be mandatory
- members of very different ages, experiences

Blue Group (State Programs 1)

- Attendance is a challenge
- Members show up but do not participate
- Travel (regional or state-wide programs)
- Different site schedules
- lack of participation from parents/service recipients
- providing new information to 2nd year members
- small training budget
- training is boring
- Members start at different times
- Members do different things, therefore need different training.

Green Group (State Programs 2)

- Each site different with differing training needs
- getting the team together, scheduling conflicts
- Addressing logistics
- Providing scaffolding
- Finding local resources for training by topic
- best way to recruit speakers at low cost
- making large groups of members feel like they're involved, easy to get lost in the crowd (100+ members)
- How do you assess that the members are following the program and using the skills they have been taught



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