

**The Hilton/Early Head Start Training Program Model:
Essential Training Elements that Promote
Achieving Outcomes & Sustaining Change**

Training Elements	Examples	Quotes
<p>Providing training teams focused time to share experiences and concentrate on one subject</p>	<ul style="list-style-type: none"> • Teams of 4-5 from 1 agency or interagency teams who work together to achieve a common goal • Parents as full team members • Infusing teaming into curriculum and structure (e.g., activities about teaming and processes that provided opportunities to practice teaming, such as going to separate breakouts and sharing back in a structured way) 	<p>It was neat that we all were able to come together and be a team, and do things as a team—set goals and that type of thing . . .</p> <p>. . . [It was a] shared experience of hearing and seeing things together, and having a context to talk from.</p> <p>We had a real focus—3 or 4 days, that was our focus, and how we could work together. It was more productive than just going to the usual conference and getting little tidbits of this and that.</p>
<p>Sustained effort over time</p>	<ul style="list-style-type: none"> • Training over 4 years • Ongoing support from mentors • Cumulative curriculum 	<p>I admit sometimes I was resistant because it was time consuming, until I came to Year 4 . . . I was shocked and amazed at what had been accomplished. When we started 4 years ago, our [relationship with] Part C was nonexistent . . . we went from nothing to everything.</p> <p>And I like the way this has happened over several years... it keeps us accountable here . . . you see those goals come to be implemented.</p>
<p>Follow-up based on written goals</p>	<ul style="list-style-type: none"> • Teams self-select and write goals • Follow up scheduled at regular intervals • Ongoing reviewing and reporting on achievements, challenges, and progress towards goals 	<p>What helped was the goals that we set . . . they kind of gave us a focus as to where to start . . . we were able to set meetings around . . .our goals and see if we accomplished them. And it was interesting that we accomplished all the goals . . .</p> <p>. . . you have to actually make your goals and take them. And a lot of times you go away from a training and you don't do that, and then it's not followed up on, and it may or may not be implemented.</p> <p>The Learning Coach keeps you motivated, she gives excellent input, and when you know she is coming you want to have something to tell her . . . Part of what is good is that you change based on the input—you listen.</p>

Training Elements	Examples	Quotes
<p>Clearly articulated expectations for learning and a well-organized training structure</p>	<ul style="list-style-type: none"> • A consistent, predictable structure: stating expectations, developing ground rules, presenting, processing and reflecting on information • Clearly stated Learning Outcomes for every session 	<p>The expectations are very clear. It isn't generic; the expectations are clearly spelled out.</p> <p>(It) had a structure—it wasn't a lot of presentations, it had a format, it had a process orientation . . . a scaffold to hang information on. There was a real plan to how information was presented and what was asked from us on a day-to-day and session by session basis . . . (It) was a process that won't let us go back to our old ways.</p> <p>And one of things I began to realize is that [the training] really has a purpose . . . [and] stages for us to go through and all of the workshops . . . were really designed to come back to this one goal. It was very powerful, very, very powerful for me.</p>
<p>Creating a climate of belonging and respect</p>	<ul style="list-style-type: none"> • An atmosphere of unconditional regard • Multiple accommodations for learning styles, translation, interpretation, etc. • Provided structures that elicited input from all voices on the team • Meeting special dietary requests 	<p>Positive, nurturing and supportive atmosphere established</p> <p>Atmosphere of trust where one can begin to share genuine concerns without fear</p> <p>Everyone's input is respected and considered.</p> <p>The language translation was amazing!</p>
<p>Individualizing for people, teams, and learning styles</p>	<ul style="list-style-type: none"> • Responding to participants' learning needs • Teams self-select goals • Assigning trainers to match the pace and style of group • Consciously using all learning modalities and styles 	<p>Working individually within my team; working on issues that were pertinent to our organization.</p> <p>. . . you tap into other media, writing, talking videos—you tap into all the 5 senses.</p> <p>The pace of the training was very appropriate. It has a good, smooth flow. It also has a good mixture of various learning tools (role-playing, small lectures, group activities, etc.).</p> <p>Very good sharing and communicating with others in understanding cultural differences</p>

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<p>Direct applicability and expectation to use and share content</p>	<ul style="list-style-type: none"> • Curriculum addresses “real world” issues • Provides tools and strategies that can be adapted to a variety of situations • Training materials suitable for distribution available in English and Spanish • Videos used as a part of the curriculum available upon request 	<p>Excellent information to bring back to our respective programs and community</p> <p>We have a chance to hear other people’s experiences . . . to tap into problem solving, and day-to-day needs.</p> <p>The family stories helped me to understand parents’ role in a child’s life with disabilities.</p> <p>Intense activities that reveal the challenges confronted by staff</p> <p>What I’ve liked best is that you help us deal with application, you provide us the info that we need and taking the next step to get us to be actively involved with information to apply it and make us think about goals.</p>
<p>Administrative support</p>	<ul style="list-style-type: none"> • Administrator as required member of participating team • Written authorization by Agency Director that team goals will be supported by agency 	<p>The Director’s participation enabled her to also grasp the vision of the team.</p> <p>Our agency has been very accommodating. They’ve allowed us the time to get off work for meetings and our work sessions.</p>
<p>Highly competent trainers whose philosophy is consistent with that of program</p>	<ul style="list-style-type: none"> • Consistent hiring process with focus on shared vision • Up-front and ongoing training in the curriculum • On-going trainer observations, feedback, etc. • On-going activities to assure a shared meaning among trainers 	<p>. . . key people [SpecialQuest trainers, learning coaches and staff] who have wonderful skills and a wonderful depth of knowledge and understanding. I am so impressed with the design of the program and the methods used to work us through the process.</p>
<p>Inspiration</p>	<ul style="list-style-type: none"> • Motivational keynote speeches and panels • Videos that that provide information and the “ heart” component 	<p>This process helped “re-ignite my engine” and motivate . . .</p> <p>When I leave, it just inspires me to go out and to start focusing and saying, “This is what I need to do,” and you don’t lose it</p> <p>I was engaged by the panels. We hear what they say but when people say it in their own voice you know that’s how it really is. It makes you understand things at the core of them.</p> <p>The video helped me . . .to feel how the interactions with the child [with a significant disability] might have been.</p>

Training Elements	Examples	Quotes
Hands-on, interactive, and engaging activities	<ul style="list-style-type: none"> • Art boxes • Case scenarios • Walkabouts • Music activities • Creative activities 	<p>Really enjoyed creative activities to spark ideas.</p> <p>And I think you leave with more—because of the interaction, you think about that more—instead of just listening to some monotone person speak at you. You learn by teaching, and in that way we learn by participating.</p>
Resources, support and information	<ul style="list-style-type: none"> • Resource room • Access to the Internet in each training room • Facilitated networking sessions • Providing role-alike grouping opportunities 	<p>The genuine feeling of encouragement and the links to resources from other agencies was great.</p> <p>I think maybe staff feel a bit more empowered now . . . they still might not know this particular disability, but we have resources and support that we can draw on.</p> <p>Role-alike grouping was very valuable. Even though I was somewhat resistant to so much role-alike time, it was actually very beneficial and a real learning experience.</p>