



KEEPING YOUR FIELD STAFF FRESH

A MODEL FOR ON-GOING TRAINING

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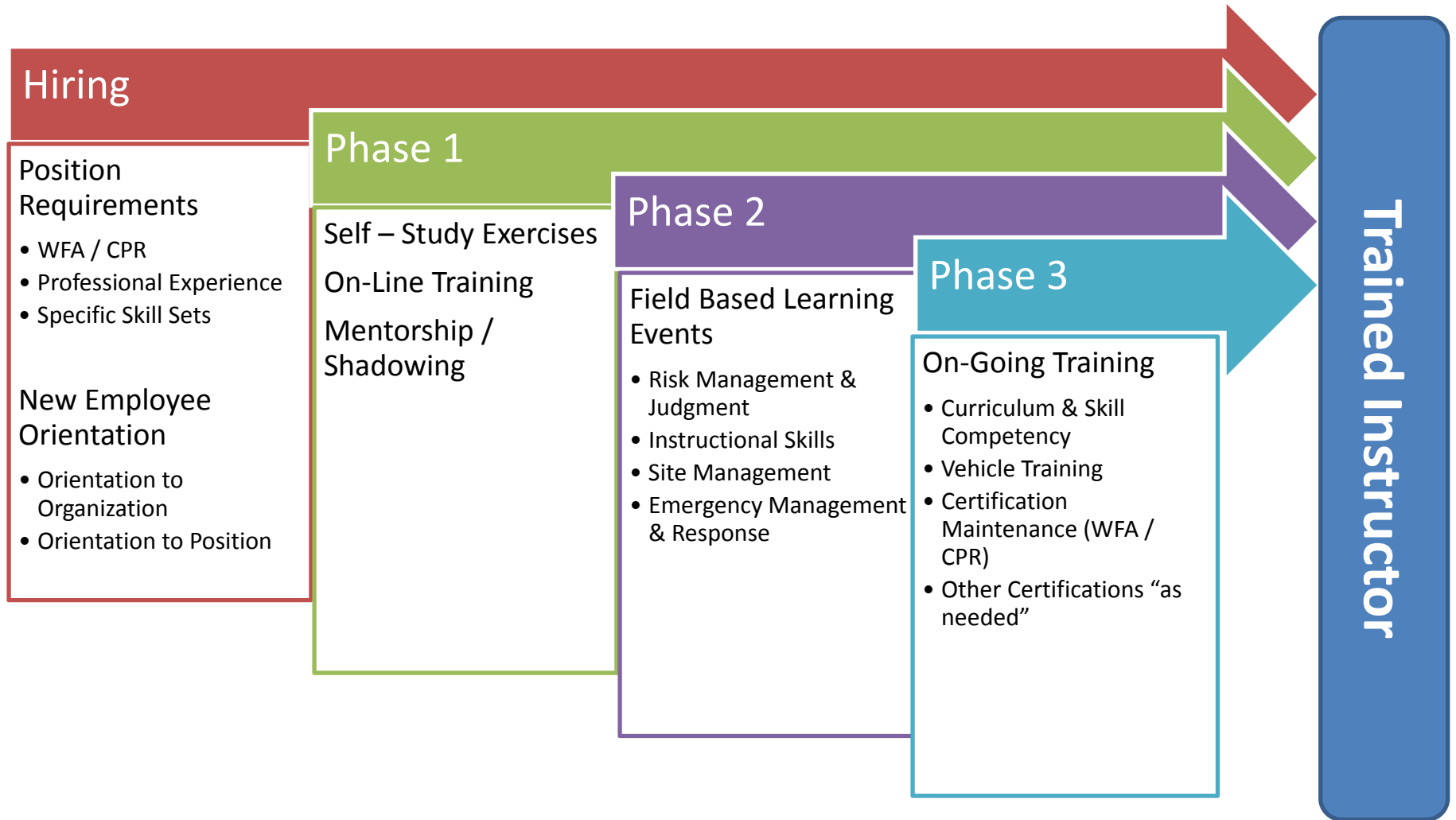
Rebecca Bear

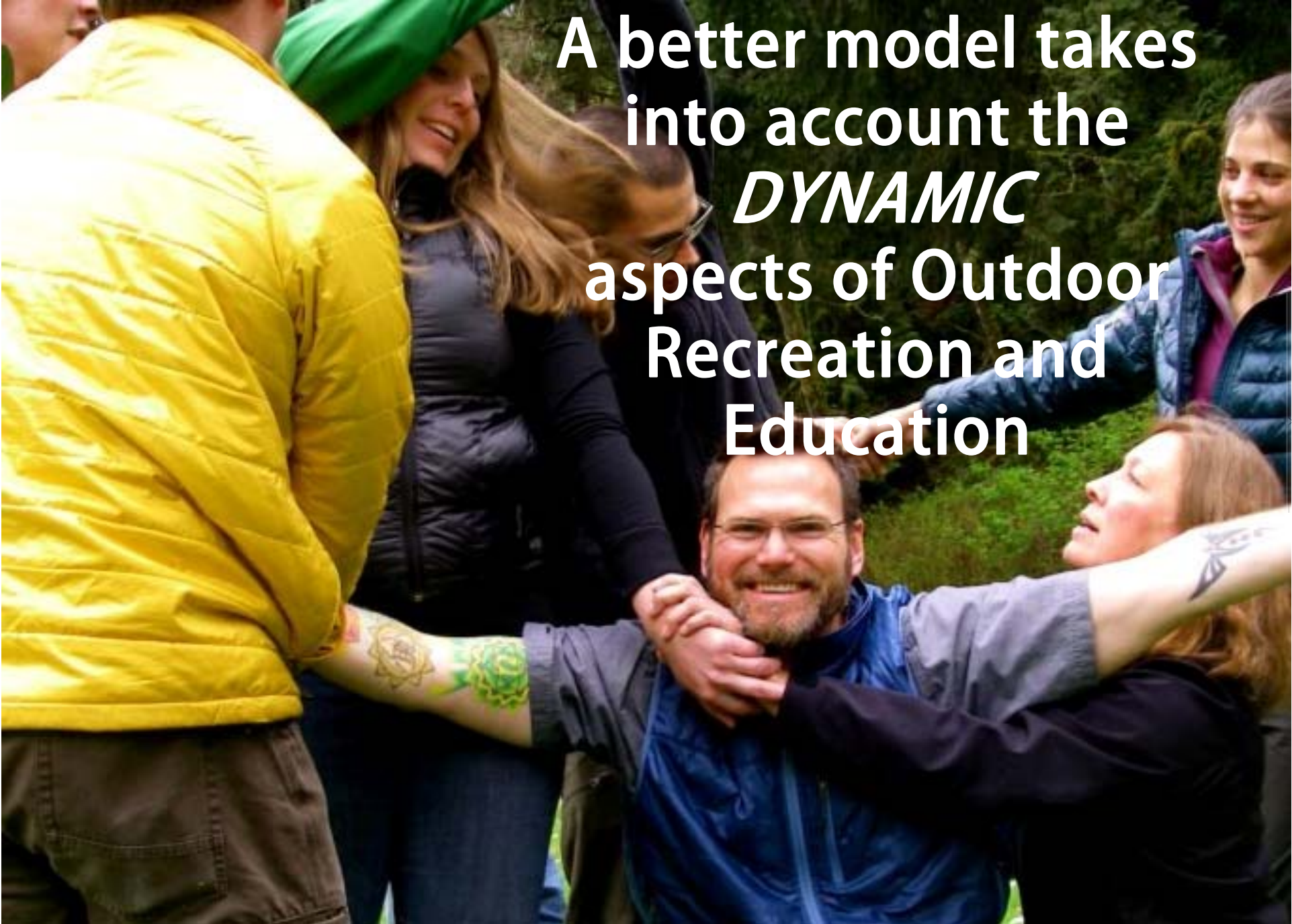
REI Outdoor Programs Manager

Traditional Training Plans?

What does your training plan look like?

What we used to do...





A better model takes into account the *DYNAMIC* aspects of Outdoor Recreation and Education

REI OPO Training Model

No longer are there a defined path

Training areas are categorized by focal points:

-  New Hire
-  Program Orientation
-  Skill Development
-  On-Going



REI Outdoor Programs Training Model



Key findings



On-Line trainings / webinars help to set the stage



Switch from 1 annual learning event to multiple events / trainings



Allocation of budget for mentorship / shadowing



Internal Skill Assessment / Development



Quarterly trainings planned



Use of On-Line video and presentations to support and reinforce knowledge



Overall flexibility and agility for training supported and appreciated by all staff



Scalability of training program saves \$\$\$



Tracking of all trainings crucial



Culture of Personal & Professional Development through training



rei retail LIVE 00:51:38 / 01:18:26

RECORDED LIVE

Previous Next

larger video

**REI OUTDOOR SCHOOL
FIELD PROGRAM
ANAPHYLAXIS &
EPINEPHRINE PROTOCOLS**



REI OUTDOOR SCHOOL ANAPHYLAXIS AND EPINEPHRINE TRAINING

REI Outdoor School Instructor training on anaphylaxis and epinephrine administration

QUESTIONS FROM THE AUDIENCE

Name:

Location:

Email:

Comment:

Submit

ALL Questions

Jeremy O from HQ:

We (REI HQ) will be available for 5 more mintues via chat. after that please send any questions to me @ joyen@rei.com.

Lisa Meerts from Framingham:

Just for clarification, one of us heard use participant's epi first, but two of us understand to use REI's first, then participants if you need it which one is it?

Jeremy O from HQ:

@Lisa Meerts - Use the participant's prescribed Epi Pen first (unless it is expired) then use the REI pen if needed.



Sally Shred

- WFA & CPR (exp 2014)
- IMBA L2 Instructor
- 10 years general Mountain Biking experience
- LNT Trainer (2010)
- Led Mountain Bike rides for local cycling club (2010-2013)

Situation:

- We have just hired the individual pictured above
- We have a Mountain Biking class / trip scheduled to start in 2 weeks
- The new instructor is needed to help run the class / trip
- What is our plan to address the training needs prior to sending the group out on the trail?



Position Requirements

Current WFA & CPR certifications – WFR needed to be lead on multi-day trips

Minimum 3 years experience in Mountain Bike instruction & trip leading

Run the Class / Trip

Mentorship / Shadowing

Skills Assessment

Initial Training Plan

New Hire Orientation

Assign Mentor (Mentorship / Shadowing)

Self-Study training (policies & procedures)

Skill Assessment



Training Assessment

Assess performance

Did Initial Plan meet organizational and programming needs?

Are position requirements correct

Now it is Your Turn!



Training Plan Development

Divide into small groups

Select your "Situation" folder

Based on information provided develop a training plan focusing on:

- Immediate needs
- Mid-term (seasonal needs)
- Long Term needs

Report back with highlights and challenges faced in plan development and application



How does this model change for different types of programs?

Year – round

- Continuous training opportunities
- Greater opportunities for personal and professional development
- Better alignment of individual training needs to benefit the staff and program

Seasonal

- Opportunities for training prior to being on-site
- Immediate training needs identified and executed
- Flexibility to achieve individual and program needs



Q & A

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