

Online Tools to Enhance Instructor Training

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Introduce self

I'm by no means an expert on this subject, but in the WRMC spirit of sharing best practices...

Background Info:

Outdoor Discovery Schools:

38 Schools across the country and growing

At each site we have a Field Operations Manager, Program Coordinator, whose job it is to train and manage the instructors

Course, trips and tours: Kayak, SUP, canoeing, fly casting, archery, biking, hiking, map and compass, photography

Our biggest challenge is maintaining consistency of quality and safety with a diverse group of staff, a diverse group of activities over a broad region

Began experimenting with using online training four years ago, the tools that we use primarily and that I will be talking about are the use of online quizzes and videos

It's been a great learning curve, each year I've been able to expand and improve the applications of these tools, and there is still plenty more opportunities to utilize

Received nothing but positive feedback from both instructors and program coordinators

Reflect on your training...

- How much time is spent reviewing operational protocols, policies and procedures?
- Is it differentiated to meet a variety of instructor needs?
- Do you have effective tools to develop staff throughout the season?



These are questions that I was asking myself, and I wasn't happy with the answers.

Why Online Training?

Benefits

- Inexpensive, use-friendly, and nimble
- Pretraining preparation
- Clarifying expectations
- Customized training for each instructor
- Sharing in-season changes and updates



Not advocating a “We show it, and they know it” position.

- On-line self study has its limitations-
- Shouldn’t replace training, but by a supplement to

When used strategically, it can be a powerful tool:

The ways that we have used it to be particularly effective

- Doesn’t cost much, easy to manipulate, can create and implement quickly
- Frontload information in advance of in-person training
 - Use a variety of online quizzes and videos to prime the pump
- Powerful visuals around what “right” looks like, a picture is worth a thousand words
 - Can clearly communicate expectations to all our locations
 - Reduces the “telephone” effect
- Instructor-centric: can send the right resources to the right people; removes the “one size fits all training model”
 - Developed a training resource library for PC’s to choose from
 - The videos and quizzes for new vs returning
 - Technical vs teaching skills
 - Allows instructors to cover some material in a time and pace that is best for them
 - Staff are paid for this time

- Rather than simply communicating change verbally or through written text, can supplement with a visual
 - Ex. Safety Briefing

Online Quizzes

- Many different websites to choose from
- Customize settings and question types, upload images, documents and videos
- View results, patterns, and time taken
- Applications: policies and procedures, administrative sign-offs, skills quizzes, case studies, etc.

Question 13 of 35
Which of the following would be considered a Yellow level incident? Thus requiring a phone call to your supervisor ASAP and the enactment of the Emergency Response Policy (Incident Response Matrix) (Choose 3):
Correct answer: A) B) C)
Selected answer: A) B) C)
✓ A) A serious, but non-life threatening incident requiring an immediate or timely response from outside resources such as SAR or EMS.
✓ B) A participant breaks their leg on a course and 911 is called.
✓ C) A participant is lost for seven minutes during a Map and Compass Course, but is then found.
D) A participant has a mild heart attack and EMS is called.

Question 24 of 35
When providing first aid to a participant, instructors should do all of the following EXCEPT (First Aid):
Correct answer: D)
Selected answer: B)
A) Defer to the person with the highest level of First Aid certification when practical.
B) State your medical training and ask permission to help.
C) Provide care within level of certification and according to L.L.Bean authorization.
✓ D) Try a cool new procedure that you saw on YouTube.



Online Quizzes

- I chose Classmarker; a lot of flexibility
- Relatively in-expensive; can pay for by the month or in credits (\$300 for 1000)
- Can send a link or embed to your website
- Can alter test settings to meet your needs, view individual results and the time it takes to complete
- View individual results
- Applications: Policies and procedures quiz, administrative sign-offs, skills quizzes, case studies
 - Admin Sign-Off: Conflict of interest policy, information security, safe chemical handling

Reference Examples on screen

Videos

- Number of sites that allow you to upload your own videos
- Can protect your site with a password or link
- Don't sweat the production; it's about the message
- Applications: skills and presentation demonstrations, highlight best practices, in-season updates, etc.

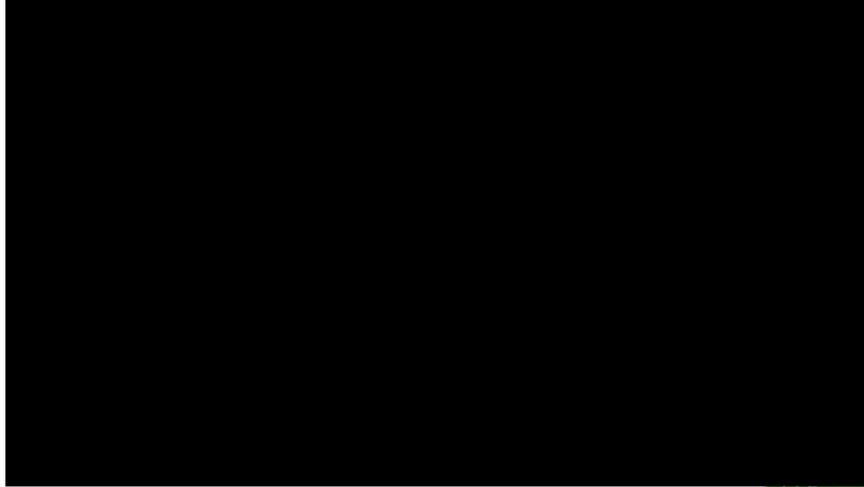


Videos

- Number of sites that allow you to create your own video and upload them for staff to access
- Free or minimal costs Vimeo Plus \$60/year)
- Can protect your site with a password or send a link
- Doesn't have to be Oscar worthy: it's about the message (information) conveyed
- Started out with a camera; now have a simple camcorder and tripod
- Learned that a little bit of prep work and organization go a long way in getting the footage that you want

- Skills expectations: what right looks like
- Presentation expectations: pace, timing of flow
- Training practice: Identifying common errors

SUP Launching and Landing



Thank you!

Questions?

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Inexpensive and easy to use

Possibilities for applications are extensive

A great training supplement that has improved our in-person trainings, and made for a more dynamic instructor centered

If you haven't done much of this- give it a try

Reach out if you getting started and have questions

If you're using material or applications that I haven't mentioned here- I'd love to hear from you