

# Quarterly Newsletter

# Instructor Connections

Fall 2006

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## Industry Hot Topics

Vocational training continues to be very attractive to companies. When companies can see a direct correlation between employee training and production accuracy and volume, a greater understanding of safety issues and bottom line results, they can see the great return on their investment that our services provide. Here are some programs that have especially proven their value:

*Vocational English Communication Skills*, an advanced program for ESL learners, provides workers with reading comprehension, enabling them to understand commonly used forms, directions, signage and even written procedures.

*Train the Trainer* and *Presentation Skills* are excellent examples of trainings that can enhance supervisory level skills and empower workers to strive for the next level in their jobs. These classes can help elevate self-esteem and provide a foundation to building new leadership within the ranks.

*Leadership Development* programs that are customized to a company or business entity can pave the way for individuals to learn the ropes and excel. *Succession Planning* is a strategic issue that is increasingly popular as the Baby Boomer generation continues to age.

If you, or instructors you know, are interested in expanding your portfolio to include any of the above topics or other topics that are related to communication and

## Save this date! Holiday Open House

**Thursday, December 14<sup>th</sup>, 3:00 to 5:00 pm, at the TDS offices in Pleasanton.**

Following last year's successful event, TDS will again hold a Holiday Open House for our SMEs and clients. Plan now to attend!

## News You Need to Know

- ✓ **Did you know that:** Some of the varied services we can offer include providing assessments for training and development, language skills and levels, as well as documentation of procedures? Let us know if you see a need or want to provide a referral to a new or existing client.
- ✓ **You are our best line of contact:** From time to time we have a need for instructors with a specific area of expertise. The best referrals we get are the ones that you send us. Don't wait for us to ask: if you know of a great trainer, let us know. We appreciate your recommendations!

## 2006 SME Forum

Training and Development Solutions (TDS) held its Fourth Annual Subject Matter Expert Forum on September 22<sup>nd</sup> at our District Offices in Pleasanton. TDS hosted this forum to discuss the training industry and its challenges and give the SMEs some time to get to know each other. Attendees enjoyed excellent food, heard a keynote address by John Ford, Esq. on the topic of "Dealing with Difficult Participants in Training Situations", and TDS passed out accolades to some of our "star performers".

### Awards Presented

A few of those attending were recognized for their work at the awards presentation during lunch time. Awards were given for three areas – "Peak Performer" for the highest number of training hours, "Excellence Award" for the best client evaluations received, and the "Partnership Award" for working closely with TDS to help our clients achieve their training goals.

Our "**Peak Performer**" this year is **Fun CPR**, owned by **Jason Jacobson**. Jason's team of instructors provided over 469 hours of training for the Title IV-E program and trained 2,427 participants in CPR, First Aid, Blood Borne Pathogens and client medical procedures.

Our "**Excellence Award**" went to **Teri Donat** for her continuing excellence in computer instruction for a variety of clients. Teri was featured in our previous newsletter and has recently extended her services to include writing and formatting procedures for one of our manufacturing clients.

Our "**Partnership Award**" was presented to **Doug Owen**. Doug not only provides instruction and curriculum development for one of our primary in-plant apprenticeship programs, but also stepped up to the plate to present a "Train the Trainer" program for one of our for-credit apprenticeship programs.

Congratulations to these three who have done so much during the past year to ensure our continuing success and high client retention! And, just for the record, TDS values and appreciates all of our training experts – we couldn't do it without your enthusiasm and great work!

## SME Forum Presentation - Dealing with Difficult Participants

Our featured speaker, John Ford, John Ford and Associates, a subject matter expert in conflict management, training and mediation, addressed the topic of "Dealing with Difficult Participants in Training Situations". Each participant was asked to share a "training horror story" during introductions. Over the next hour and half, John incorporated many of these situations into his presentation and discussions. He also shared concepts of how we incorporate inference and assumptions, and the differences between emotion and reason. This led to examples of how to manage emotions and respond strategically to difficult situations. John included intriguing material about interpreting body language and facial expressions and the emotions behind them.

Because of the high amount of interest in this particular topic, John provided several resources that would be useful to trainers or anyone interested in a deeper level of understanding behind emotions that we observe in others:

- The Micro Expression and Subtle Expression training tools on Compact Disc are available at [www.emotionsrevealed.com](http://www.emotionsrevealed.com)
- Want to see if you can spot the micro expression? Try the Facial Expressions Test by Meredith Levinson at [www.cio.com/archive/120104/faces.html](http://www.cio.com/archive/120104/faces.html)
- For additional reading, pick up The Nonverbal Dictionary of Gestures, Signs & Body Language Cues by David B. Givens, c2006

As a gift from Training and Development Solutions, participants also received the *New York Times* bestseller, The Power of Full Engagement, by Jim Loehr and Tony Schwartz. The learning system details the technique of managing energy instead of time as the key to high performance and personal renewal.

## Changes Around the TDS Office

With Greg's departure, Kathy Gunderson was brought in on an interim basis as Program Coordinator and completed her contract in mid-September to go do some traveling. Unfortunately, we were unable to find the right applicant for the position, so Christopher Paczocha stepped in to keep "all the balls in the air". Chris will continue as the Interim Program Coordinator until the permanent position has been filled. He has been a quick study, learning the resources that need to be juggled on a daily basis. Chris can be reached at (925) 485-5202 or [cpaczocha@clpccd.org](mailto:cpaczocha@clpccd.org).

In case you didn't get the e-mail, Greg Milardo is now attending Chabot College full-time, working towards his Bachelor's degree in Business Administration. Good Luck, Greg!

## Other Contact Info for TDS

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### ***Remember!***

***Holiday Open House***

***December 14<sup>th</sup>, 3-5 PM***

***TDS Offices, 5020 Franklin Drive, Pleasanton***