



Assessing Professional Development Needs



Dial: 877-853-5257
Webinar ID: 963 8545 9574



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Today's Speakers

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Learning Outcomes

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By the end of this session, you will be able to:

- Define the cycle of support for VISTAs identifying their professional development needs
- Describe how to use tools to facilitate member skill assessment
- Provide support to VISTAs in planning their professional development

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Resource Challenge

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Topic

 Resources for professional development for your VISTAs
By Andy K 10 sec ago

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What is professional development?

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Professional Development Defined

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Process of

improving and increasing capabilities

of staff through access to

education and training opportunities

- in the workplace,
- through outside organizations, or
- through watching others perform the job.



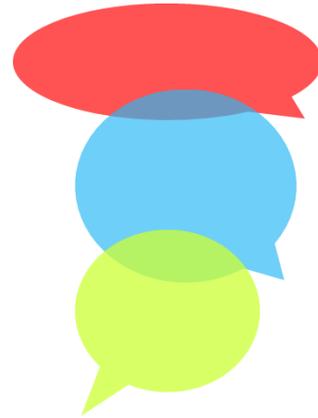
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Why does professional development matter for your VISTA members?



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Why?

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1. Your members *want* to grow.

- More than 2/3 of Millennials believe management should provide development opportunities.
- Professional development is the #1 driver of engagement for employees under 25; it's #2 up to age 35.

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Why?

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2. Your team will be, and do, better.

Organizations with a strong learning culture:

- 92% more likely to develop novel products and processes
- 52% more productive
- 33% more likely to report higher customer satisfaction

- Their engagement and retention rates are 30–50% higher.

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What can you give your members?

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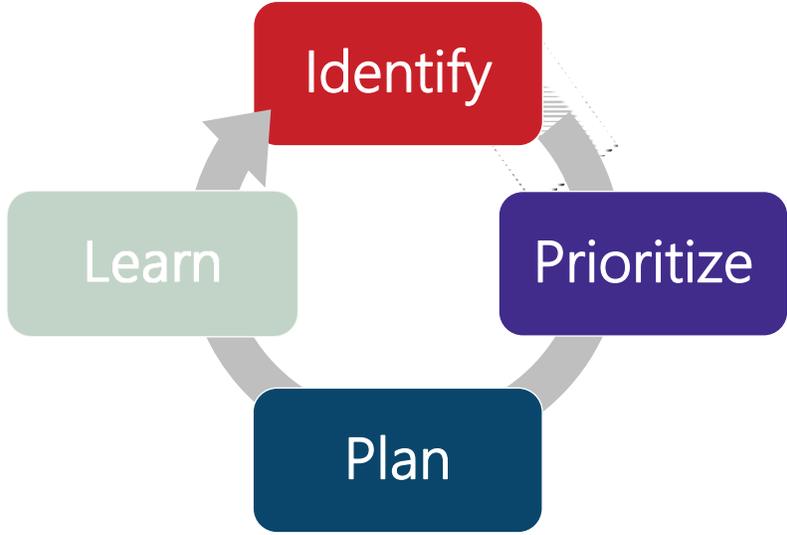


- Specific, clear **goals** for shared accountability
- Simple, practical **tools**
- **On-going communication** to maintain trust, avoid surprises
- Opportunities to share skills and build **community**
- **Choices** for their development

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Professional Development Cycle

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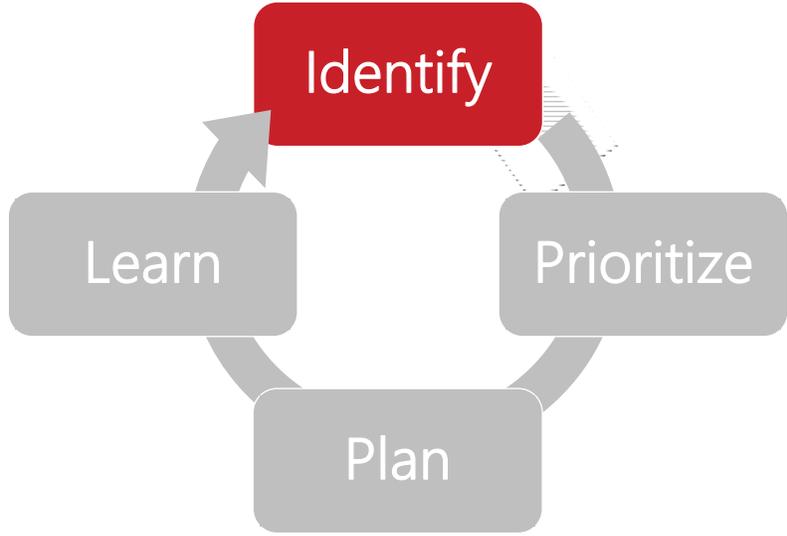


The diagram illustrates the Professional Development Cycle as a continuous loop of four stages: Identify, Prioritize, Plan, and Learn. The 'Identify' stage is highlighted in red, while the others are in different colors (green for Learn, purple for Prioritize, and dark blue for Plan). Arrows indicate a clockwise flow from one stage to the next.

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Step 1: Identify

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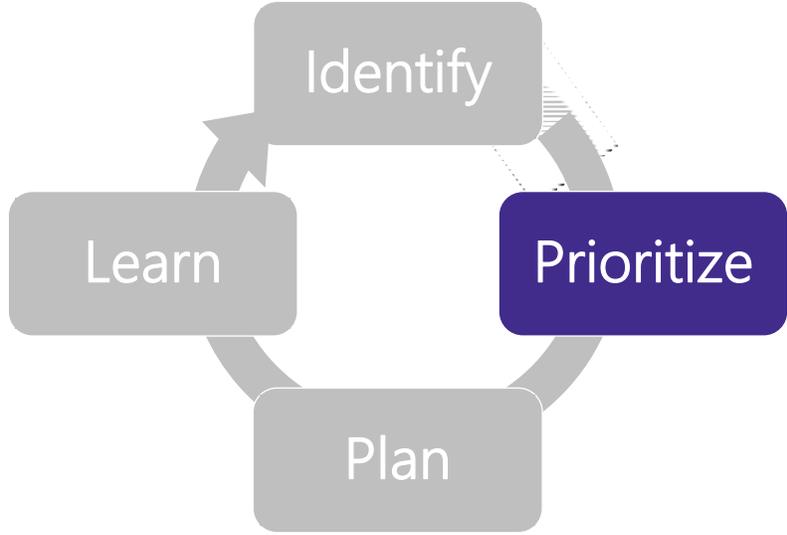


This diagram focuses on the first step of the cycle, 'Identify', which is highlighted in red. The other stages (Learn, Prioritize, and Plan) are shown in a faded grey color, indicating they are not the current focus. The circular flow of the cycle is still represented by arrows.

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Step 2: Prioritize

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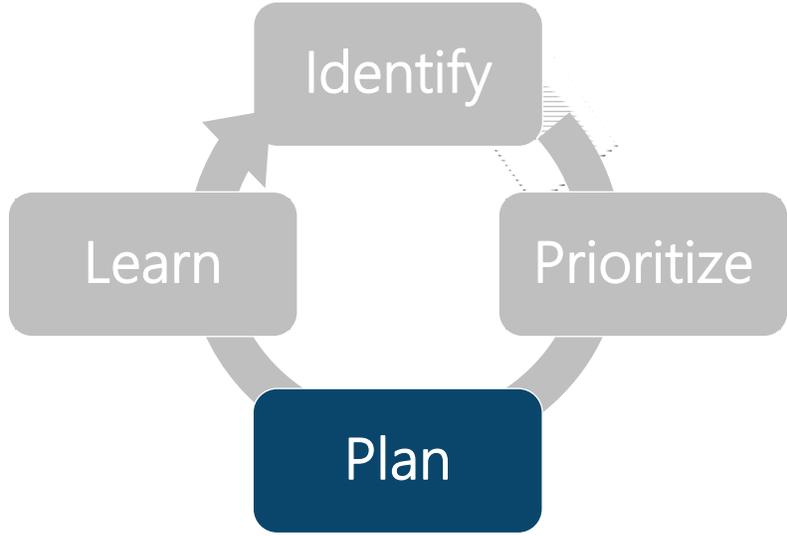


The diagram shows a circular process with four stages: Identify, Prioritize, Plan, and Learn. The 'Prioritize' stage is highlighted in purple, while the others are in grey. Arrows indicate a clockwise flow from Identify to Prioritize, then to Plan, then to Learn, and finally back to Identify.

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Step 3: Plan

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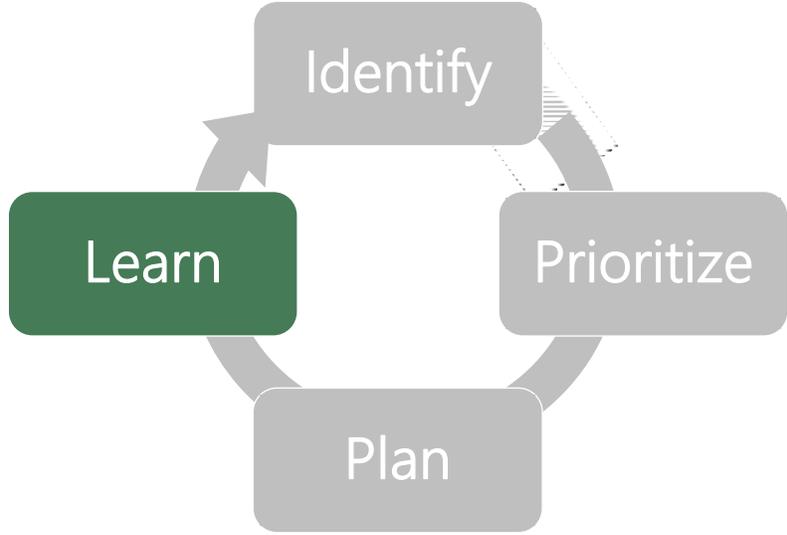


The diagram shows a circular process with four stages: Identify, Plan, Learn, and Prioritize. The 'Plan' stage is highlighted in dark blue, while the others are in grey. Arrows indicate a clockwise flow from Identify to Plan, then to Learn, then to Prioritize, and finally back to Identify.

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Step 4: Learn

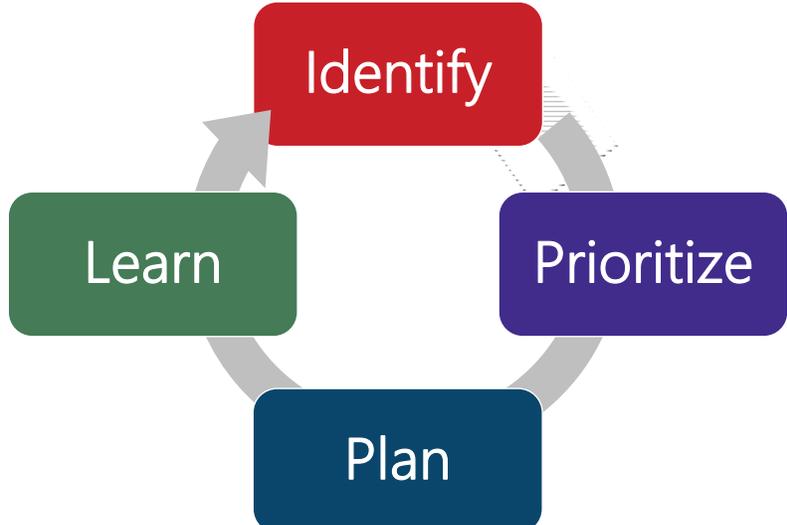
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Professional Development Cycle

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Professional Development Approaches

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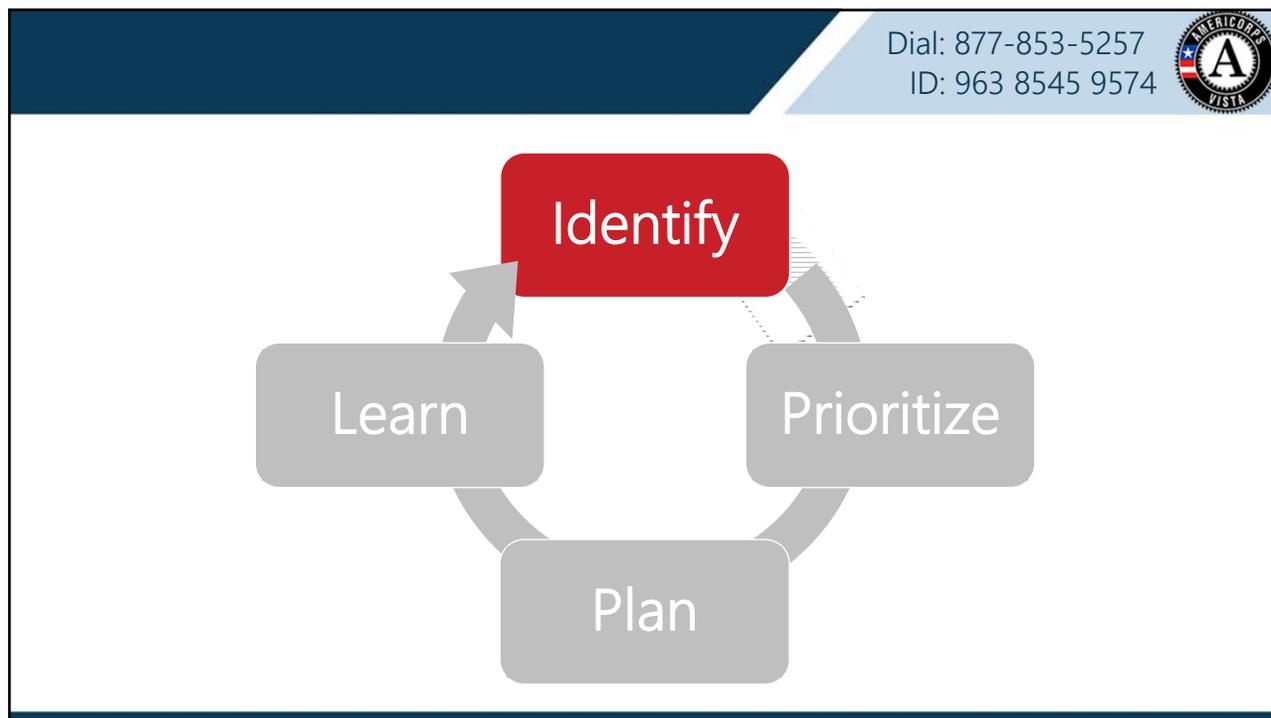


- Self assessment
- Peer sharing/coaching
- 1-on-1 coaching
- Facilitated group work

All four approaches can use the tools in this webinar.

In-person or virtually

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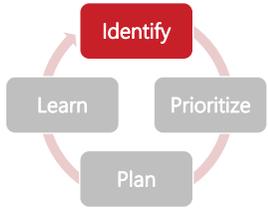
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Step 1: Identify

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1. Review VAD goals
2. Add up to six skills to the worksheet



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Tool: Skill Chart

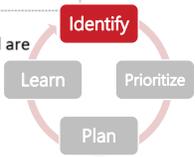
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<p>A. Technical skills are often easiest to define and measure. Addressing them may solve immediate performance gaps. They rarely are adequate on their own for top performance. Consider:</p> <ul style="list-style-type: none"> ▪ Specific subject matter/issue ▪ Procedure ▪ Equipment 		<p>C. Professional development can boost personal growth traits or overcome their opposites. Will better time management or improved organization skills help you meet deadlines consistently?</p> <ul style="list-style-type: none"> ▪ Flexibility ▪ Diplomacy ▪ Efficiency ▪ Inclusivity ▪ Organization ▪ Confidence 	
<p>B. Be as specific as you can with transferable skills. What group process are you facilitating? Live or virtual? Are you writing impact statements or grants? Coordinating a social media campaign or a gala?</p> <ul style="list-style-type: none"> ▪ Writing ▪ Presenting ▪ Facilitating 		<p>D. Critical at every level of the org chart, and the most likely culprits behind deeper team challenges, leadership skills are complex topics that nearly always dovetail with interpersonal success. ... when stakes are low and ask for candid feedback.</p> <ul style="list-style-type: none"> ▪ Decision making ▪ Using feedback effectively ▪ Strategic planning 	

Bonus tip: Character traits or strengths like humility are always good to build!

What additional skills do you have that will help you achieve your VISTA goals?



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Skill Chart Example

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Specific Examples:

<p>A. Work/Technical Skills</p> <ul style="list-style-type: none"> • Using Customer Relationship Management (CRM) systems for fundraising • Learning how COVID contact tracing works • Improving conversational language skills • Analyzing existing curricula from similar programs <p>B. Competencies/ Transferable Skills</p> <ul style="list-style-type: none"> • Public speaking • Designing surveys • Planning social media campaigns • Using digital marketing for volunteer recruitment 	<p>C. Self-Management/ Personal Growth Skills</p> <ul style="list-style-type: none"> • Navigating conflict • Being resilient during change • Understanding and incorporating anti-racism • Working with “difficult people” – until they’re not <p>D. Leadership Skills</p> <ul style="list-style-type: none"> • Using behavioral interviewing for potential volunteer leaders • Designing a plan to serve a new community • Crafting effective partnership agreements • Building and sustaining relationships remotely
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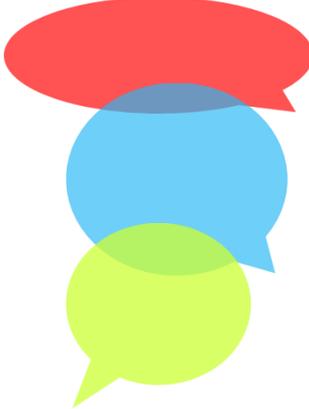
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Chat Activity

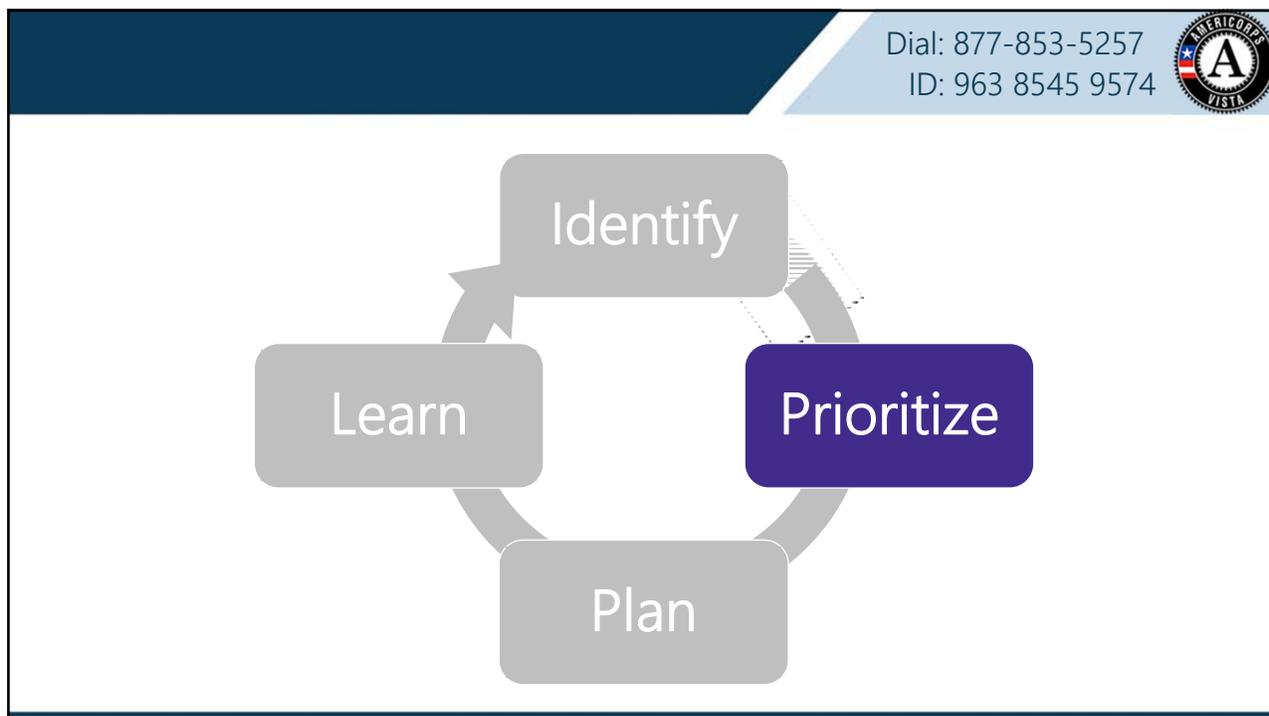
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What are some skills your VISTAs need to develop?



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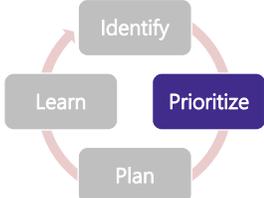
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Step 2: Prioritize

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1. Choose 1-2 skills from Step 1
2. Estimate current and needed level of proficiency
3. Write the skill's connection to the VAD goals



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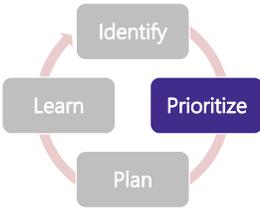
Tool: Prioritize (Individual)

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Rating Scale for level of proficiency

- 1: **Basic** awareness/knowledge; need help to perform most tasks or cannot (yet!)
- 2: **Limited** experience/knowledge; need significant support to perform critical tasks
- 3: **Intermediate** practical application and capability; need help from time to time
- 4: **Advanced/independent** application; need assistance only with most challenging aspects
- 5: **Expert/authority**; sought after for help and training others



Example:

Skill	Level of Proficiency		Connection to Goal
	Current	Needed	
Using CRM/relational database	4	5	Developing volunteer engagement system (forms, reports, communication templates) for new locations; train live in system
Public speaking	3	4	Educating diverse community groups on volunteer opportunities and program impact

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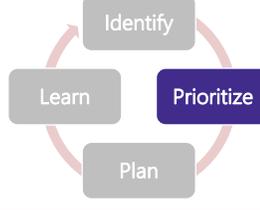
Tool: Prioritize (Team Edition)

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Skill	<i>Name: Alex</i>		<i>Name: Brooke</i>		<i>Name: Leah</i>	
	Level of proficiency		Level of proficiency		Level of proficiency	
	Current	Needed	Current	Needed	Current	Needed
Using CRM/relational database	4	5	3	4	NA	NA
Public speaking	3	4	1	4	4	4
Navigating Conflict	3	3	2	3	5	4





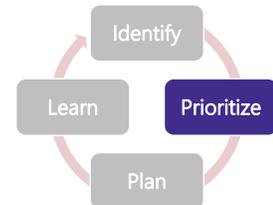
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Prioritize: Decision Factors

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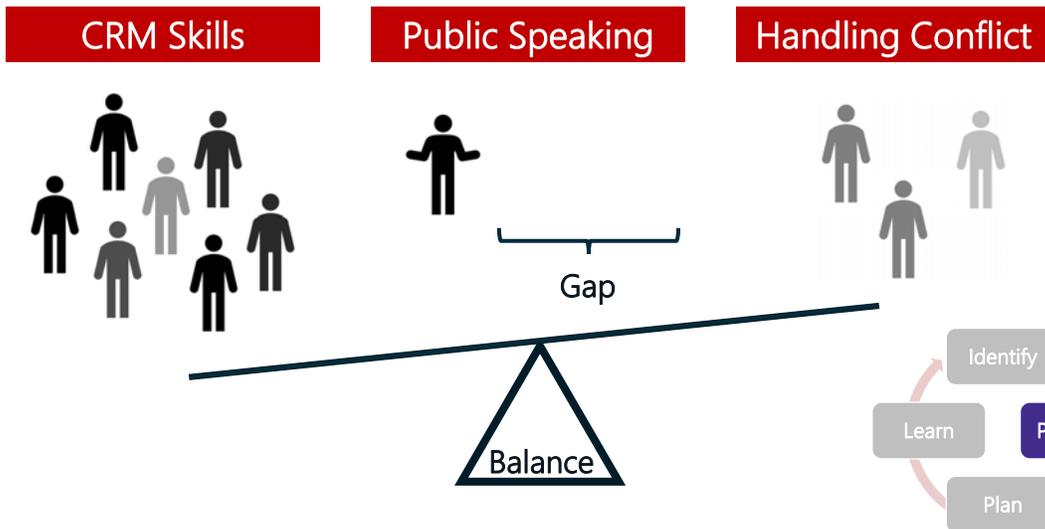
- Time: in schedule and service year
- Level of skill/knowledge needed
- Expertise "in the room"
- Existing knowledge of member(s)
- Overall team/individual priorities
- Location
- Learning styles
- Cost



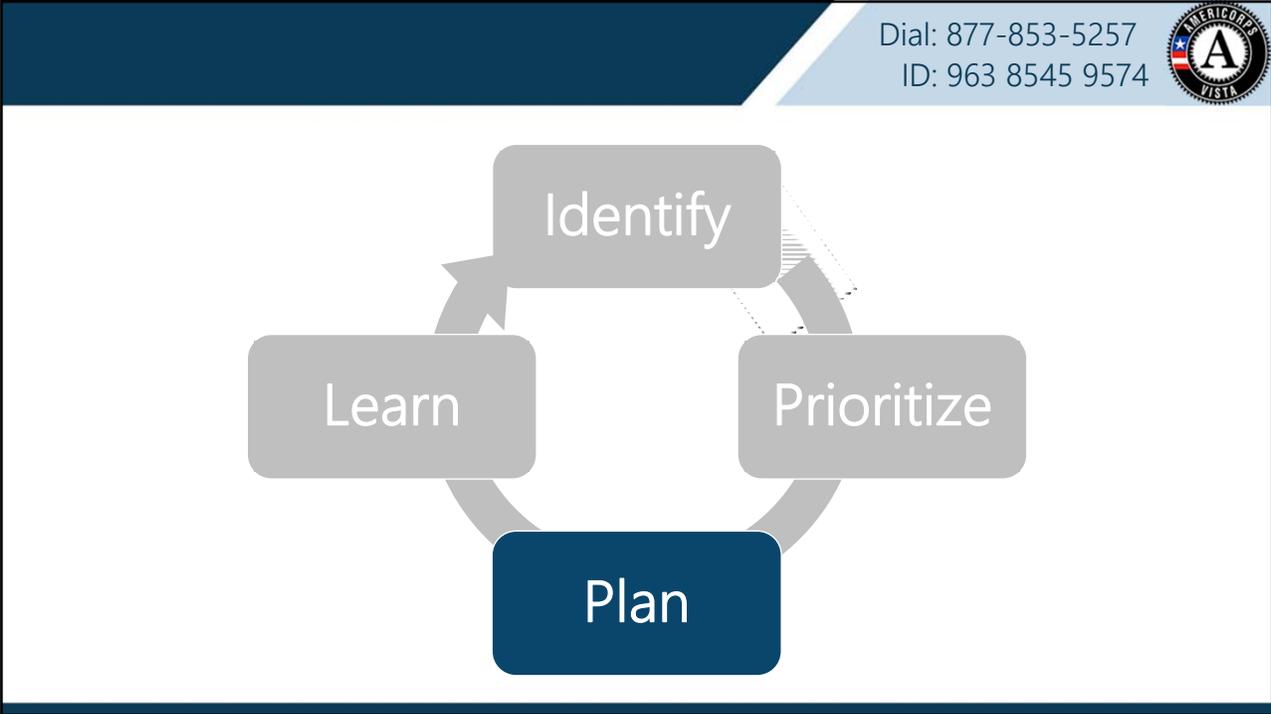
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Prioritize and Reevaluate

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Step 3: Plan



**The look you get
when everything goes
according to plan**



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The 70:20:10 Model

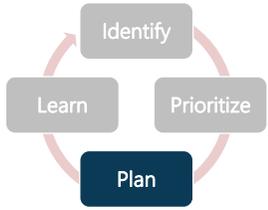
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Professional development is:

10%
classroom
training and
self-study

20%
coaching
and
mentoring

70% on the
job learning



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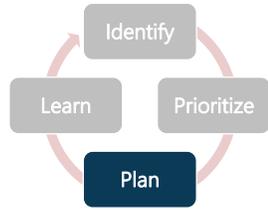
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Brainstorm

1. 3 job-based projects or assignments to practice the skill (70)
2. 2 ways to ask others for targeted help developing the skill (20)
3. 1 formal book, conference, or other formal training experience to learn skill (10)

Share your plan with others!



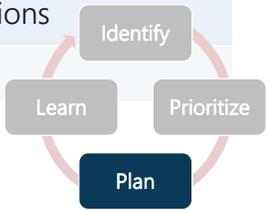
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Methods in 70:20:10 Model

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On-the-Job Learning <small>Workplace Experience (70%)</small>	Coaching/Mentoring <small>Learning from Others (20%)</small>	Classroom/Self-Study <small>Formal Training (10%)</small>
Cross-training/Shadowing	1:1 Coaching	Instructor-led Training
Delegation	Formal Mentoring	Courses/Webinars
Communities of Practice	Small Group Coaching	Books, Journals, Podcasts
Case Studies/Lesson Study	Temp. Promotion w/Coaching	Conferences
Stretch Assignments	Professional Networks	Certifications
Succession Planning		Research



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Tool: 70:20:10 Model

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Example:

<i>Skill: Public Speaking</i>		
On-the-Job Learning (70%)	Coaching/Mentoring (20%)	Classroom/Self-Study (10%)
1. Film <u>myself</u> presenting; watch; take notes; film again	1. Add feedback questions to my presentation evaluations	1. Join local Toastmasters (\$65)
2. Present jointly with a team member who excels; ask for feedback	2. Ask VISTA Leader to tell me when I'm not speaking up effectively in team settings	
3. Ask VISTA Leader if I may present our project update at next sponsor staff meeting		



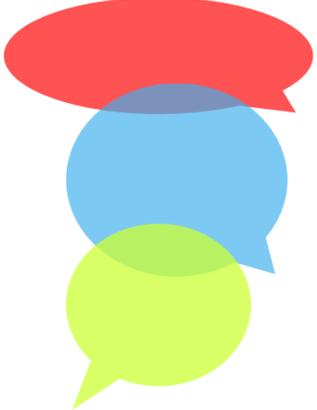
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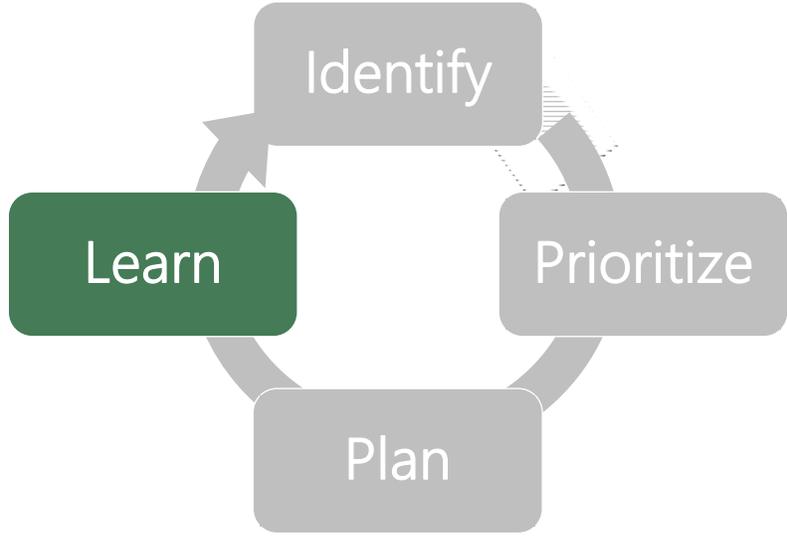
What kinds of on-the-job training have you used with your VISTAs or experienced yourself?



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Step 4: Learn

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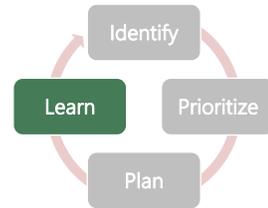
Step 4: Learn - Categories

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- **Online courses** from universities and companies, like *Coursera*, or by individuals, like *Udemy*
- Public psychometric **assessments for self-awareness**, like *VIA Character Strengths*
- **Research** from management consulting firms, like *Deloitte*
- **Skill-based associations** that build communities of learning, like *Toastmasters*

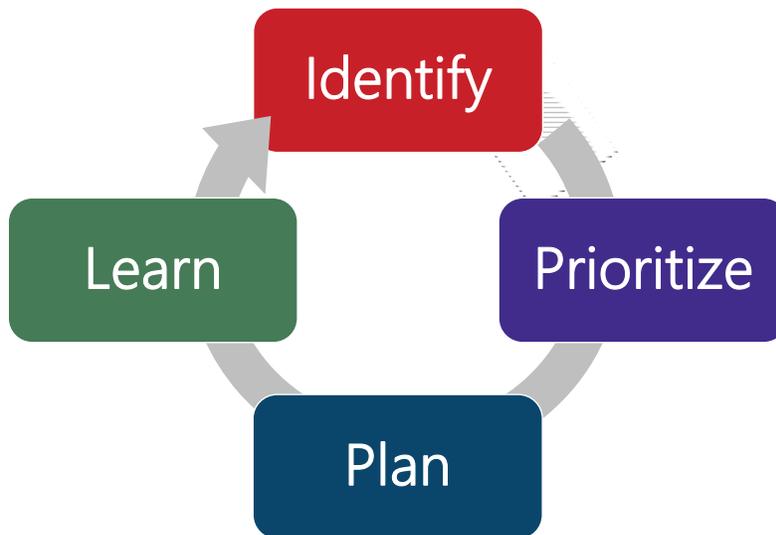
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Recap

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Things to Remember

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- None of this is a performance appraisal with a rating – for you or your members! Think of it as finding creative ways to take important skills, and your team, from good to great.
- You don't have to do it all to get it done.
- Candor and transparency will build trust; so will flexibility, inclusion, and humor.
- Try the tools yourself first.

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Resource Challenge

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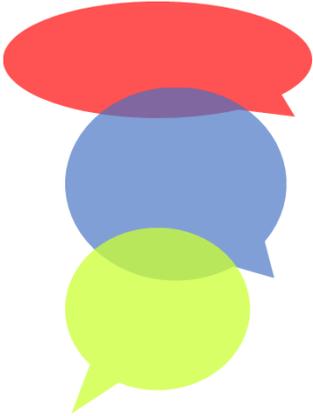
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Your Questions

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What questions do you have?



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Upcoming Webinar

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Training Your VISTAs Remotely
Thursday, September 10, 2020
2:00 – 3:00 p.m. ET

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Thank you!

