



**Session Objectives**

Dial: 877-853-5257  
ID: 946-5024-6838



Today, we will:

- Describe the purpose and basic structure of On-Site Orientation and Training (OSOT)
- Explain your requirement and the resources available to help you deliver an effective OSOT
- Review strategies to create or adapt your OSOT to fit your project goals and members' needs
- Examine ways to conduct OSOT in-person and remotely

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**Today's Agenda**

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- What is OSOT?
- How do you design and deliver a strong OSOT?
- Resources
- Webinar Evaluation
- Q&A
- Closing Comments



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**Target Audience**

- You are a direct VISTA supervisor – and/or you have a direct role in On-Site Orientation and Training
- You understand the VISTA program, roles, and responsibilities
- You are engaged in some remote training or supervision at this time



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### What is OSOT?

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- A **process** to welcome new VISTA members into your project and equip them with the necessary knowledge and skills to succeed
- A **requirement** for all VISTA sponsors
- **Tailored** and delivered by VISTA project staff
- Includes multiple facets of orientation and training focused on the VISTA project and **VISTA Assignment Description**
- Integral part of VISTA member's **service experience**



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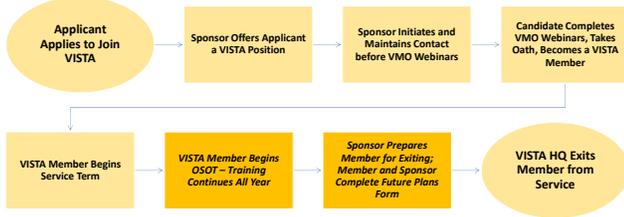
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### VISTA Member Lifecycle At-A-Glance

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### OSOT Components

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*What is the difference  
between orientation  
and training?*

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### Orientation Definition

Orientation is the process of preparing your VISTA member(s) for their relationship with your organization.



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### Types of Orientation

<p><b>Cause</b></p> <ul style="list-style-type: none"> <li>a. Connects the VISTA to your mission, community, and clients</li> <li>b. Explains why the VISTA should serve in your project</li> </ul>	<p><b>Systems</b></p> <ul style="list-style-type: none"> <li>a. Provides logistical guidance to the VISTA in your agency</li> <li>b. Explains how the VISTA will complete their work on site (or remotely)</li> </ul>	<p><b>Social</b></p> <ul style="list-style-type: none"> <li>a. Provides introductions and relationship-building opportunities</li> <li>b. Explains how the VISTA will fit in with your team</li> </ul>
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**Orientation Example** Dial: 877-853-5257  
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<b>Before Day 1</b>	Send VISTA updated VAD
	Add VISTA to communication distribution lists
	Send VISTA logistical information
<b>Day 1</b>	Prepare welcome packet and workspace
	Lead welcome lunch, staff introductions, and office tour
	Schedule IT and new employee set up
	Hold one-on-one meeting with VISTA; attend Launching webinar
	Review project policies and VISTA coursework

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**What is covered in VMO?** Dial: 877-853-5257  
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<b>VISTA Program</b>	<ul style="list-style-type: none"> <li>History and structure</li> <li>Member benefits</li> <li>Annual results</li> </ul>
<b>Roles and Responsibilities</b>	<ul style="list-style-type: none"> <li>VISTAs</li> <li>Sponsors, supervisors</li> <li>CNCS, VISTA HQ</li> </ul>
<b>Service Activities</b>	<ul style="list-style-type: none"> <li>Capacity building vs. direct service</li> <li>Allowable/prohibited: Political, social media, etc.</li> <li>Outside work while serving in VISTA</li> </ul>
<b>VISTA Assignment Description</b>	<ul style="list-style-type: none"> <li>Project goals</li> <li>Objectives</li> <li>Member activities</li> </ul>

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**VMO FAQs** Dial: 877-853-5257  
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Here are a few questions members raise often during VMO:

- How will I track my service hours?
- What holidays will I get during my year?
- How will my performance be evaluated?
- My VAD looks different than what I signed up for; what should I do?

Please help your VISTAs get the most out of VMO:

- Be sure they have time to fully attend the Launching Your VISTA Service webinar on day 1.
- Allow time to complete the early service coursework required by VISTA, and look for ways to integrate that into your own orientation.
- Use VAD and OSOT worksheets on the VISTA Campus as part of your orientation.

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### Training Definition

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Training is the process of equipping VISTAs with the skills and knowledge they need to successfully perform the duties of their VISTA Assignment Description.

Training is provided to build skills and knowledge that are **not prerequisites** for the VISTA service opportunity.

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### Types of Training

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- Technical Skills – Software, database systems used by VISTA member; products and services provided to clients
- Communication/Leadership Skills – Professional writing, leading meetings, researching grants
- Safety Training – Equipment, protocols within the agency
- Team Training – Group dynamics, diversity and inclusion

**Chat question:**  
*What is one technical skill your VISTAs need?*

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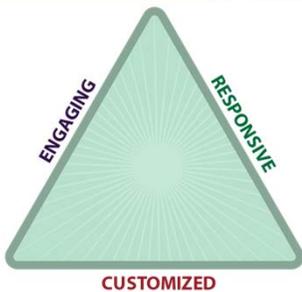
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### Three Facets Framework

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**Customizing Your OSOT** Dial: 877-853-5257 ID: 946-5024-6838 

 **VISTA Assignment Description**

 **VISTA Project Plan**

 **Member's Skills and Experience**



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**Customizing Your OSOT** Dial: 877-853-5257 ID: 946-5024-6838 

- Conduct training needs assessment
- Engage members/alumni in design, delivery
- Evaluate and apply results quickly
- How can this occur remotely?



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**Needs Assessment Example** Dial: 877-853-5257 ID: 946-5024-6838 

**Member's Name:** Taylor Vista  
**Project Title:** Civic Engagement for Community Development



VAD Activity	Required Knowledge Aspects	Currently Equipped		Required Skills	Currently Equipped		
		Orientation/Training Required	Required		Orientation/Training Required	Required	
<b>Create a local development advisory committee</b>	<ul style="list-style-type: none"> <li>• List of local organizations and their missions and functions</li> <li>• History of past local collaborative groups</li> </ul>	X		<ul style="list-style-type: none"> <li>• Collaboration Skills</li> <li>• Community Entry Skills</li> <li>• Outreach and Relationship Building Skills</li> </ul>		X	X
			X		X		

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**Training Example** Dial: 877-853-5257 ID: 946-5024-6838 

Week 1	Week 2	Week 3
Office 365, record-keeping self-directed tutorial	VISTA project mission, values, history, structure	Community development methods and curriculum
Plan Your Professional Development Series – Session 1	Community tour and scavenger hunt	Outreach and relationship-building skills training



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**How to customize OSOT remotely?** Dial: 877-853-5257 ID: 946-5024-6838 

- Create a new process and schedule with your team
- Modify your content
  - Adapt classroom activities, if necessary
  - Use a mix of self-directed learning and live phone or video sessions.
  - Use games to generate interest
  - Encourage peer learning
- Communicate with your VISTA candidates before their first day; gauge their level of experience with remote work
- Assess your VISTAs' capacity to work at home; set up and deliver hardware/software, if applicable
- Plan the first few weeks of service in great detail



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**Creating a Responsive OSOT** Dial: 877-853-5257 ID: 946-5024-6838 



**New training/learning needs can emerge from:**

- Applicant interview
- Time between application and starting service
- Conversations with supervisor/other staff

*Chat question:  
How else may new training needs emerge?*

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**Continuous Monitoring**

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- Frequent check-ins
- Open and inviting and consistent
- Input and feedback

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**Evaluating Your OSOT**

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- Evaluate your OSOT plan prior to implementation
- Determine how you will evaluate the quality and effectiveness of the orientation and training throughout its delivery
- Use a variety of evaluation methods and tools
  - Qualitative data and open-ended questions
  - Simple activities, more detailed surveys
  - If possible, evaluate mastery of content as well as learners' perceptions of the material
- Evaluate content, delivery, applicability, engagement, etc.

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**How to be responsive remotely?**

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graph TD
    A[Virtual OSOT] --- B[Online +/-delta]
    A --- C[Online polling]
    A --- D[Hot topics, parking lot]
  
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Creating an Engaging OSOT

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Connecting to the VAD



Reflection



Collaboration and Peer Learning



Adult Learning Principles



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Connecting to the VAD

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- Use it early and often; it's a foundational resource for all VISTA member orientation, training, and ongoing support
- Identify skills from the Member Activities section
- Identify additional orientation and training topics from the Goal and Objectives statements



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Collaboration and Peer Learning

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- Strengths sharing
- Collaborative learning culture
- Strengthens group cohesion



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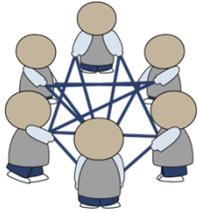
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### Adult Learning Principles

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- Use time effectively
- Design for immediate application (VAD, life after VISTA)
- Build from previous life experience (life before VISTA)
- Make training welcoming and safe
  - OK to fail
  - Multiple intelligences, personalities
  - Diverse in age, race, culture, geography



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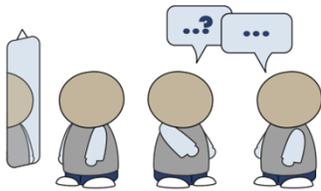
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### Reflection as a Learning Tool

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Reflection is an organized set of activities that allow VISTAs to assess their service assignment, analyze and interpret its impact on their career and education, and discern meaning during and after their terms of service.



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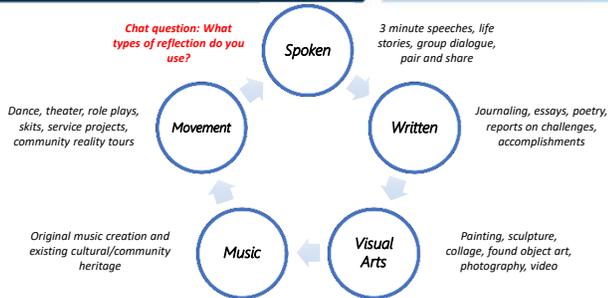
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### Types of Reflection

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*Chat question: What types of reflection do you use?*



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### Recommendations

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- Work with professional trainers
- Use different training designs and formats
- Connect games to the content
- Use strong visuals to reinforce learning
- Provide geographical map
- Conduct meaningful icebreakers and activities
- Invite VISTAs to design and lead engaging activities



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### How to engage remotely?

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- Informal
  - One-on-one meetings with your VISTAs on the phone or by video; please be sensitive to privacy issues when requesting or requiring video meetings
  - Casual gatherings – e.g., small or large group lunches, icebreakers
- Formal
  - Webinars
  - Writing assignments
  - Surveys

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### Recap: Supporting Remote OSOT

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- Help your VISTAs get the most out of the VISTA Member Orientation
- Adapt your in-person content and schedule to fit your needs and your VISTAs' needs; use online tools as often as possible
- Let your VISTA know what to expect before day 1
- Include a very detailed plan for the first few weeks to help ground and focus your new VISTAs
- Get to know your VISTAs, including their communication style, current knowledge and skills as they relate to your assignment, and their access to a productive work space, equipment, and reliable phone and Internet at home
- Communicate constantly – informally and formally



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**VISTA Campus Resources** Dial: 877-853-5257 ID: 946-5024-6838 

<https://www.vistacampus.gov/supervisors/orienting-your-vista>




- > Exercises to enhance participation
- > From Ho-Hum to Wow! Tips and Tools for Encouraging Interaction
- > Survey of Individual Training Session
- > Survey of Learning Objectives

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**Webinar Evaluation** Dial: 877-853-5257 ID: 946-5024-6838 

- How can we improve this session?
- Please complete a brief webinar evaluation survey.
- The survey is accessible:
  - Now, via the link in the Chat; and
  - After the webinar ends, the survey will open in the Internet browser you used to join this webinar.
- Thank you for your feedback!



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**Next Supervisor Webinar** Dial: 877-853-5257 ID: 946-5024-6838 

If you have further questions or would like more information, please contact [VISTAtraining@cns.gov](mailto:VISTAtraining@cns.gov)

And join us for the next supervisor webinars:

<p><b>Supervisor Q&amp;A: VISTA Member Recruitment</b></p> <p>Tuesday, July 7, 2020 2:00-3:00 p.m. ET</p>	<p><b>Turning Your Attention to VISTA Member Retention</b></p> <p>Tuesday, July 21, 2020 2:00-3:00 p.m. ET</p>
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*Visit the Supervisor Webinars page on the VISTA Campus for upcoming webinars and recordings of past webinars.*

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**Summary** Dial: 877-853-5257  
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- ✓ Described the purpose and basic structure of On-Site Orientation and Training (OSOT)
- ✓ Explained your requirement and the resources available to help you deliver an effective OSOT
- ✓ Reviewed strategies to create or adapt your OSOT to fit your project goals and members' needs
- ✓ Examined ways to conduct OSOT in-person and remotely

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A collage of photos showing diverse VISTA members in various settings, with the text "Thank you!" and logos for VISTA and the Corporation for National &amp; Community Service.

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