Building Capacity in Your Training Team

Produce Safety Educator’s Call #44
Connie Fisk, Produce Safety Alliance
Annalisa Hultberg, UMN Extension
February 3, 2020
Instructions

• All participants are muted.

• There will be time for questions and answers throughout the meeting.
  – We may not get around to all comments/questions, BUT you may leave additional comments in the comment box to be compiled after the session.

• This session will be recorded and notes will be shared via the listserv and on our website after the call.
Agenda

- Introduction
- Mentoring tips
- Feedback tips
- Important topics to discuss as a training team
- Minnesota produce safety training team example
- Roundtable to share YOUR mentoring success stories
Common Causes of Team Dysfunction

- Conflicts between different organizations that make up a training team
- Training team leadership unclear or ineffective
- Lack of trust and respect between the training team members
- Training decisions not focused on best outcomes
Trainer Engagement Affects the Quality of PSA Grower Trainings

• Trainers come unprepared or “phone-it-in”
  – Read the slides with no effort to motivate or explain concepts to growers
  – Cannot answer basic questions about the content even when answers are in the notes

• Trainers show up only for “their” talk and do not contribute to the training as a whole

• Trainers demonstrate lack of interest in learning objectives
Which kind of leader are you?

Jen Heemstra
@jenheemstra

Bad leaders provide no direction at all

Okay leaders tell people exactly what to do and how to do it

Great leaders work together with people to figure out what should be done and then empower them with the resources they need to do it well

5:59 AM · Nov 27, 2019 · Twitter Web App
What is a mentor?

• According to Funk and Wagnal’s Standard Dictionary, a mentor is a “wise and faithful teacher”
• A mentor is a role model who guides and advises someone at the beginning of a career
• They provide support and an open atmosphere for discussion
Mentoring

• Ask team questions:
  – Why do we do what we do?
  – What does success look like?
  – How must we act to ensure success?
• Actively listen to the members of your training team
• Demonstrate respect for each trainer’s time and contributions
• Be a good example when training
Helpful Feedback

a. You may want to consider...
b. When I teach that module, I...
c. It would be helpful if...
d. It appears that...
e. You might indicate...
f. It might be useful to...
g. I had a clear sense about...; however, I was confused about...
h. I’d like to suggest...

Adapted from Quality Matters
Sandwich Approach

Compliment + Citation + Recommendation

- sensitive
- balanced
- constructive
- specific
- measurable

Adapted from Quality Matters
Tips for Trainers

• Utilize your training teammates:
  – Ask for specific ideas and feedback
  – Discuss the specific areas that you would like to improve
  – Pay attention to how other teammates teach a lesson and the best practices they use

• Read the course evaluations!
  – Take constructive criticism, learn from it, and use it!

• Start a folder for upbeat notes, thank you cards, and positive evaluation comments
Preparing for the Unexpected

- Someone becomes hostile, aggressive, rude, interrupting
- Someone tells offensive, discriminatory story or joke
- Someone faints, suffers an allergic reaction, or goes into cardiac arrest
- Someone has an emotional breakdown, talks of suicide
- Non-attendee comes in for warmth or food
- There’s a report of a bomb or active shooter nearby
Crisis Management Resources


• Cornell Emergency Preparedness Training - https://emergency.cornell.edu/training/

• What to Do Until the Doctor Comes....First Aid : A Guide for Emergency Medical Care (look for an updated local version) - https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=5335&context=extensionhist

• Active Shooter Educational Resources for Cornell Cooperative Extension - https://www.slideshare.net/kgtidball/active-shooter-educational-resources-for-cornell-cooperative-extension
Building Capacity in Your Training Team

Annalisa Hultberg, Extension Educator Food Safety, University of Minnesota
Feb 3rd, PSA Educators Call
Building a training team is like building a new ship

- Build the structure, hire the crew, provide ongoing training
- Continually adjust mid-trip as needed to stay on course
- Have fun and enjoy the ride, and be kind because it’s a small ship
Building Our Ship

- Recruit the right crew members
- Provide ongoing education and help to develop skills
- Offer opportunities to practice new materials
Our crew

34 total, approx. 23 active
- Farmers: 9
- Minnesota Department of Agriculture Produce Safety Program Staff: 8
- University of Minnesota Extension: 6

Each trainer trains at 2-3 GTs per winter. Most focus on 2-3 module “specialties”.

Partnerships lay a solid foundation and help steer the ship
- University of Minnesota, MN Department of Agriculture, MN Farmers’ Market Association, and Minnesota Farmers Union, Sustainable Farming Association, Hmong American Farmers Association and many others
Crew Development

- TTTs: Oct 2016 and Nov 2017 in Minneapolis. 25 Grower Trainings have trained 475 attendees.

- Team at each training: MN Dept of Agriculture staff, UMN Extension staff, a farmer trainer, often a guest LT

- Farmer trainers paid $1000 for each training from CAP funds, which includes all prep time, prep meeting attendance, travel

- UMN manages assigning modules, developing activities and clicker slides, continuing education to trainers, communication with trainers and attendees

- MDA manages registrations, registering course, room, food, certificates, mailing evaluation sheets
Professional Development: Zoom Practice Calls

- Online practice presentations of the modules in November
- Each module delivered by those who will present it that season
- Each trainer assigned specific sections of the module
- Other trainers and Annalisa offer suggestions for improvement, answer questions about the rule
- Also plan on calls: activities, supplemental slides
MN Zoom Prep Sessions

**Nov 13th**  https://umn.zoom.us/j/640128611

9:00 - 10:30 Mod 2 (36 slides): Anne 1-12, Laura 13-25-, Joan 26-36

10:30 - 12:00 Mod 2 (36 slides): Sandy 1-12, MDA 13-25, Annalisa 26-36

12:30 - 2:00 Mod 3 (28 slides): MDA 1-10, Jane 11-19, Terry 20-28

2:30 - 4:00 Mod 3 (28 slides): Ron 1-10, MDA 11-19, MDA 20-28

**Nov 14th**  https://umn.zoom.us/j/621708691

10:30 - 12:00 Mod 4 (29 slides): Laura 1-10, Annalisa 11-20, Noreen 21-29

12:30 - 2:00 Mod 5.2 (28 slides): Anne 1-10, Ren 11-19, MDA 20-28

**Nov 15th**  https://umn.zoom.us/j/895039669

9:00 - 10:30 Mod 6 (44 slides): Joan 1-15, Sara 16-30, Sandy 31-44

10:30 - 12:00 Mod 6 (44 slides): Ron 1-15, Laura 16-30, Annalisa 31-44

1:00 - 2:30 Mod 7 (32 slides): Noreen 1-11, Ren 12-22, Jane 23-32 (Katie tune in)
Crew Management: Shared Google Drive

- Agenda 2019-20 Grower Training
- Supporting materials (last modified Sep 27, 2019)
- PPT slide sets (last modified Sep 27, 2019)
- 2019/20 Training dates and locations (last modified Jan 21, 2020)
Opportunities for Professional Development

- “All Team” Zoom meetings in August, Oct and April of each year to plan training locations, debrief, provide rule-related updates, answer questions

  - FSMAtraining@umn.edu Google list serv to email updates and opportunities to entire team

  - PSA educator calls and NCR listening sessions

  - “News N Brews” deep dive 1.5 day workshop in fall 2019, PSA Advanced Trainings, NCR Annual meeting
Farmer Trainers Make Good Trainings Great

- Farmers trainers are trusted and authentic and offer a positive, approachable tone
- Give specific, ground-tested suggestions
- When farmers talk about the benefits of food safety, the room listens
- Very good at talking about “double smilies” of food safety
- Their passion cannot be replaced

Challenges: They are busy, and this is not their primary job. Funding. Recruitment is important.
Farmer Trainers Make Good Trainings Great
Other day-of specifics

- Always start with a 10 min intro and context setting slide set
- Folder with key printed factsheets
- Drawing for the components of a handwashing stand
- Attendees get jump drive with all the printed materials, SOP and templates
- We always set up the night before if possible
- We use clicker questions and activities in most modules for engagement
FSMA Grower Training Course Agenda (for attendees)

8:30 AM  Registration and Refreshments
9:00 AM  Welcome, Introductions, and Course Expectations
          Module 1: Introduction to Produce Safety and the Coverage Status under the Produce Safety Rule
10:30 AM  Break
          Module 2: Worker Health, Hygiene, and Training
          Module 5.1 Agricultural Water – Part I: Production Water
12:15 PM  Lunch
1:00 PM   Module 5.2: Agricultural Water – Part 2: Postharvest Water
          Module 3: Soil Amendments
          Module 4: Wildlife, Domesticated Animals, and Land Use
3:15 PM   Break
3:30 PM   Module 6: Postharvest Handling and Sanitation
          Module 7: How to Develop a Farm Food Safety Plan
          Final Questions, Closing Statements and Evaluations
5:00 PM   Adjourn
Multiple benefits of a large trained crew

- Trainers are able to plan and present at events beyond the GTs
- They are our “advocates” on the landscape, singing the benefits of food safety and the PSR beyond the GTs
- Trainers have fingers in many pots – they can connect you to non-profit and non-food safety related farming events
- Assist with development of non-GT educational offerings: Field days on the farm re: well water testing, cleaning and sanitation, wildlife and livestock, composting workshops
Additional activities to engage trainers beyond GTs

- Videos
- Host on-Farm field days
- GAPs presentations
- Review factsheets and educational materials
- Conference presentations
Additional activities to engage trainers beyond GTs

Farmers sharing specifics about food safety plans after a GAP audit conference presentation
Making Adjustments Mid-Course

- 2019/20 training season – we will cancel 3 courses due to lower enrollment, as we overestimated need

- 70-100 covered farms, so we are developing our non-GT workshop ideas for qualified exempt and exempt farms

- We have specific needs to host Plain community, Spanish, and Hmong farmer communities
Roundtable

Please share YOUR mentoring success stories
Next Meeting

• **Tentative**: Date TBD
• Meeting info to be sent out via the listserv closer to the time of the call
• Submit other topics for discussion to Gretchen (glw53@cornell.edu)
The PSA Website

http://producesafetyalliance.cornell.edu/

En español: es.producesafetyalliance.cornell.edu