

**C&E Training Workgroup
MEETING MINUTES
May 17, 2011**

Time: 9:30 a.m. – 12:00 p.m.

Location: 9 Ewing St, 3rd Floor Conference Room

Minutes Taker: Terri Slack

Meeting Attendees: Knute Jensen, C&E Transformation Coordinator, Michele Kropilak, Project Manager and Land Use Training Lead, Jonathan Berg, UST Training Lead, Rich Paul, Water Program Training Lead, Terri Slack, Solid Waste & Pesticide Training Lead, Larry Si, Air Program Training Lead, Bret Reburn, Hazardous Waste Training Lead

1. General business

The 4/13/2011 meeting minutes were approved; Jonathan Berg will place a copy of the minutes in the public transformation web site.

2. Updated Training Initiative Calendar

Due to technical difficulties, Rich was unable to demonstrate the draft Access training database. Nevertheless, he provided a brief description of the database, which takes advantage of drop down menus for ease of use. There is also the ability to do cut & paste and queries. The database captures such information as time, date, instructor, program, advertising, etc and can be modified to add additional drop down menus. Jonathan asked if the database includes/can include a scheduling feature or be used as a way to advertise C&E training to our stakeholders. Perhaps. Michele noted that this is ideally part of Phase III. Certainly as designed, the database can be viewed to see what training has been completed and training coming up. Ultimately, we will need to decide who will manage this database and determine access rights as well as integrate our training efforts department wide. Rich suggested that one person per program interest be designated to enter information into the database. Additionally, the central training group would be responsible for collecting feedback on what training is being requested and forward same to the requested programs. This may be part of an email feedback loop and could be built in. Bret suggested the use of a survey to accomplish this and Knute reminded the committee that C&E does have a survey account. He cautioned, however, that stakeholders who respond to surveys expect to the Department to deliver what they request. Again this may be part of Phase III. Larry noted that as we develop more and different kinds of training, such as video, our training staffing needs may decrease. Lastly Larry suggested C&E programs could create approved PowerPoint presentations now on what their program does for posting on C&E's web page.

3. Phase 2 of Project Charter -Discussion/comments of each draft section

Committee members generally discussed how they drafted their section of the training manual. Collectively committee members agreed that the manual should be uniform in style, easy to use, with a “check off” format for each section. A small introduction about training philosophy would be provided at the beginning, but the bulk of the manual should include practical information on how to design and implement training. There was much discussion about the drawbacks of including testing in all training sessions. In many cases the real test of whether or not a given training leads to increased compliance can only be measured by how attendees perform in the field. Also, there are many factors other than compliance assistance that lead to increased compliance – e.g. the deterrent effect of penalties. Overall committee members felt that testing is a case by case decision. Additional discussion touched upon incentives for stakeholders to both attend training and complete the end of course evaluation. It was suggested that the committee develop criteria for determining when in class evaluation/testing is appropriate & when not. If necessary, Jonathan offered to create a library of various types of evaluation forms.

4. Action Items

- All committee members will bring a list of facilities used for training to the next meeting.
- Bret will share the Hazardous Waste Generator Training sign-in spreadsheet/procedure with the training committee.
- Rich will email information on the Access training database to the committee to review and comment back on by Friday 5/20/11. Committee members should provide justifications for any proposed additions.
- Rich will share the details of the upcoming county personnel sanitary survey training with the committee. Committee members are also invited to attend the upcoming hazardous waste generator training on 6/9/11 at the NJ State Police facility in Robbinsville.
- All committee members will review their sections and revise in accordance with suggestions & the project charter (see below). Revised drafts should be ready for discussion at Monday’s meeting

Phase 2 of the charter & associated section(s) of training guidance document:

- Identify training needs/gauge industry needs –target audiences/stakeholders -
Analysis
- Customize seminar content to audience
Design/development
- Instructor selection - knowledge of subject/appropriate for audience
Design/Development/Implementation
- Instructor development- ensure training for instructor to improve seminars (public speaking training/powerpoint training/technical training etc.)
Design/Development

- Enhanced/leveraged use of multimedia training/partnerships where appropriate
Design
- Minimum frequency of seminars (minimum 2 per year per program) Analysis,
Evaluation
- Training facility selection
Design/Development/Implementation
- Training seminar announcements/publicity/promotion/marketing
Development/Implementation
- Seminar materials provided prior to/at the seminar
Implementation
- Seminar content (materials) focus is environment based – training to focus on the why? of the regulation – how the environment benefits from compliance with regulation Development (strategic management – focus resources on the “why” – benefits of compliance
Development
- Each seminar to include information on stewardship program
Development
- Pre test/ post test to measure retention
Evaluation
- Standardize Data collection from seminar- sign in sheets/emails etc
Implementation
- Standardized end of seminar survey to improve training processes
Evaluation
- Justification for proposed training - determine cost benefit of proposed training- # attendees/target audience/does it correlate to significant environmental benefit
Analysis
- Ongoing centralized tracking of completed seminars
Implementation

Deliverables

- a. Seminar planning checklist (bullets = checklist)
Implementation
- b. Any related SOP or guidance needed for standardized execution of training
Implementation
- c. Updated C&E –wide training schedule (Rich’s database)
Implementation
- d. Measures of success
Evaluation

SUCCESS CRITERIA:

- Within 6 months all training provided by C&E will conform to the new standards set in phase 2, including ongoing performance measurement as described next.
Evaluation
- At least one tangible improved outcome per program will be achieved within 6 months as measured in one of the following metrics in order of the most preferred to the minimal:
 - General improvement in compliance/behaviors/actions and/or increased participation in the C&E Stewardship Program

- Improvement in compliance/behaviors/actions for the program and topics of concern
- Improvement in compliance/behaviors/actions by attendees or participants
- Retention of new knowledge by attendees or participants
- Increased training attendance or participation

Evaluation

5. Next Meeting Date 5/23/2011 9:30am-12:30pm 9 Ewing St, 3rd Floor Conference Room

Draft Agenda for May 23, 2011 meeting

- Review/Meeting Minutes Approval
- Training Initiative Calendar Demonstration
- Phase 2 of Project Charter – Continued discussion of draft sections based on May 17 meeting.
- Appendix Resources - Discuss/review postcourse surveys/training site list/advertising/listservs etc..