

Cultivating Success for Staff Members: Best Practices for Training New College Access Professionals

Yvette Flores & Claudia Morales
UC Berkeley
Center for Educational Partnerships

Introductions

- Name
- UC Campus
- Title & Program
- Where did you receive your undergraduate education?

Objectives

- Discuss effective onboarding practices for new college access staff
- Review two training models
 - Month long training for Destination College Advising Corps
 - 5-Day CEP staff training program
- Lunch
- Discuss the challenges and benefits of having a formal onboarding training program
- Implementation Planning
- Closing

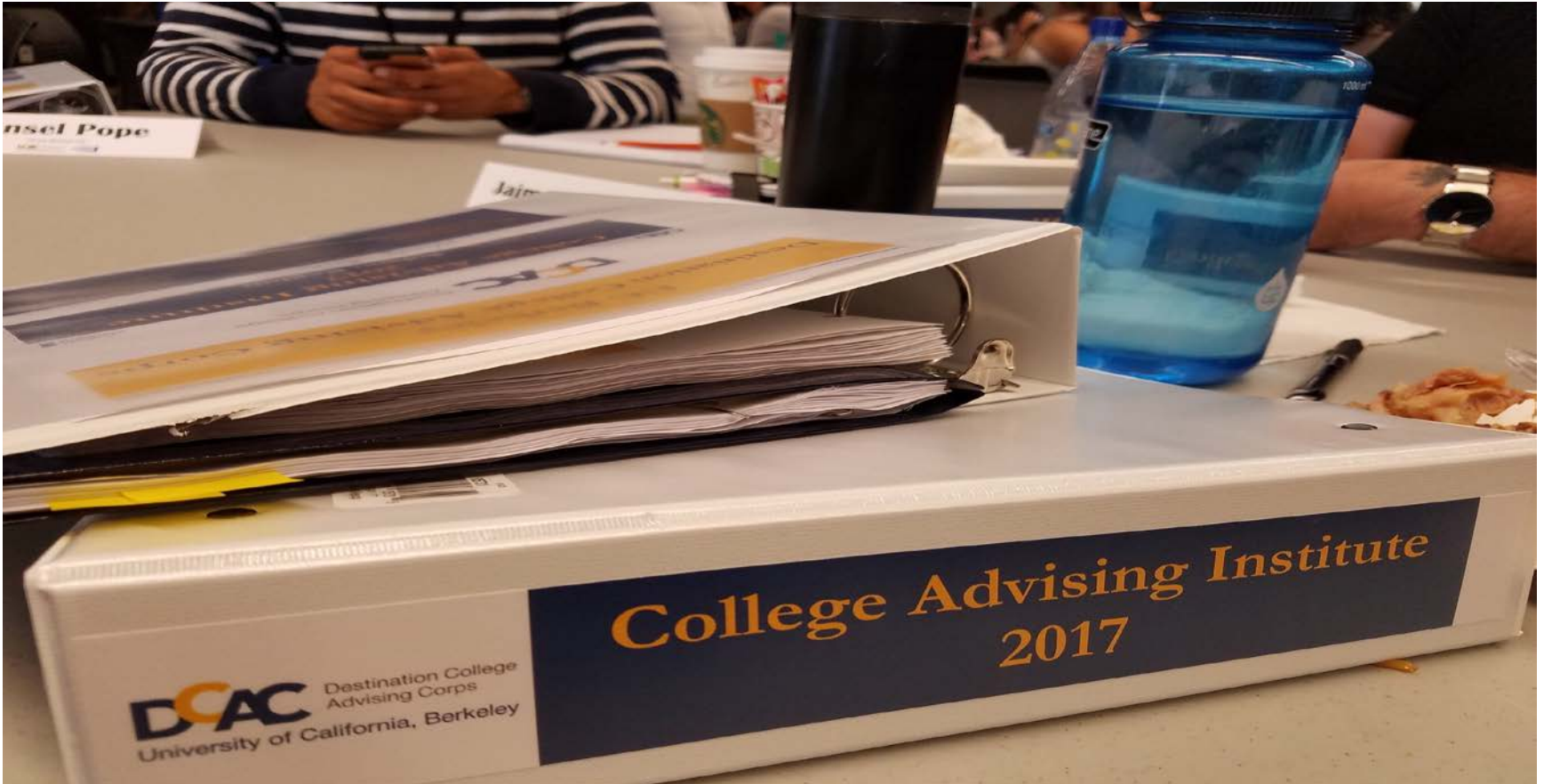
Table Talk

1. What kind of onboarding training did you receive when you started as a college access professional?
2. What do you think are the key topics/universal content and skills that new college access professionals should know?

Background: Destination College Advising Corps



DCAC College Advising Institute Scope and Sequence



Building Our DCAC Training Model

- Assessment of training needs
- Collaboratively identify and prioritize specific training sessions
- Utilize our in-house expertise as well as our extended network of colleagues and partners
- Sessions build on each other week by week

Daily Schedule

Stick with a Routine Schedule

- Everyone knows what to expect
- Intentional community building
- Mental breaks are routine and guaranteed
- Routine start and end time

Norms of Collaboration & Values

SUGGESTED NORMS:

- Pausing
- Paraphrasing
- Posing Questions
- Putting Ideas on the Table
- Providing Data
- Paying Attention to Self and Others
- Presuming Positive Intentions
- Practice Using Asset Based Language
- Protocols, Protocols, Protocols

Upholding Norms of Collaboration & Values
requires a **daily**
Process Check

Process Check

Daily end of day opportunity to reflect on personal demonstration of professional norms and values.

- Everyone self-reflects
- Individuals share SELF REFLECTION (2 pluses, 2 deltas, 2 pluses)
- 2 Appreciations to an individual or group
- Deltas for the group are included in the written daily evaluation

PLUSES

Reflection: What is a norm you upheld today?
I focused on paraphrasing and I felt that I successfully upheld that norm.

Evidence: In our small group, before I added my opinion to our conversation, I made sure to repeat back what I'd understood so far.

DELTAS

Reflection: What is a norm you can work on?
I can focus more on understanding and following the protocol for each activity.

Evidence: Because I got caught up in the conversation, I wasn't paying attention to the protocol and there were moments when I talked out of turn.

Learning List

- Opportunity to at end of the day to introduce or recap concepts, terms, practices relevant to data management and CEP resources.
- Practice utilizing tools to check for understanding

Orientation and Training for New College Access Career Staff

- DCAC training made us rethink how we onboard and train new career staff.
- We will be implementing a 5-day training program with new high school college access career staff



LUNCH!

Challenges

- The Hiring Process
- Not enough time
- Materials and Resources
- Other challenges?

Benefits

Program

- Effective model for onboarding one person or several
- Quality control of onboarding process
- Tone setting and consistent messaging helps to achieve mission aligned outcomes

Supervisors/Managers

- Plug and play: Reduces workload by providing pre-packaged materials and training curriculum
- Contributes to development of an effective and productive **team** of college access professionals rooted in shared experience and practices.
- Ability to build trust and rapport with new staff
- Reinforces organization's commitment to and investment in staff

Benefits

New Career Staff

- Positive and welcoming introduction to the organization and work experience
- Clear expectations
- Space to engage with and learn about available resources and materials
- Opportunity to seek clarification about role, practice, and site placement(s)
- Builds knowledge, confidence, and competency
- Provides strong initial professional development and opportunity for continued yearlong skill building
- Sets up staff for success

Schools, Students, and Families

- Improve quality of service and deliverables

Training Program Framework

- Orientation and training overview
- 5 day template
- Consistent format of training days: (8:30am-4:30pm) includes:
 - 195 minutes in the AM
 - 15 min break in AM
 - 1 hour lunch
 - 195 minutes in the PM
 - 15 min break in PM

Developing Orientation and Training



Closing Activity

Head



Heart



Feet

