

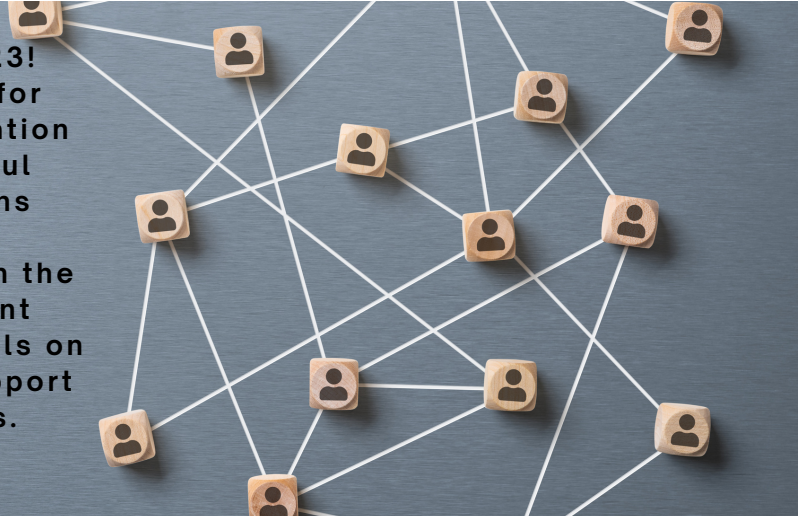


# ODdiTies

## Notes from Organization Development and Training Services

The ODTS team has been very busy in 2023! We completed another Lifelong Learning for Leaders session, several Dynamic Facilitation sessions and most recently, the successful launch of the DHHS Supervisor Foundations program, which received overwhelmingly positive reviews! In other news, we are on the search for a new Professional Development Specialist to join our team. Look for details on NH FIRST! Thank you for your ongoing support and for being passionate lifelong learners.

*-Lynn, Michelle, Jen, Brenda, and Rick*



### NEW WAYS TO CONNECT WITH ODTS

Reach out with general questions to  
[odts@dhhs.nh.gov](mailto:odts@dhhs.nh.gov)

Contact:

[odtsfundingrequests@dhhs.nh.gov](mailto:odtsfundingrequests@dhhs.nh.gov)

with any questions related to professional development funding assistance

For the latest happenings in the professional development and training worlds, check out the new ODTS page on the DHHS [Intranet!](#)

## Back to Basics

### Applying For Funding Assistance

Visit us on our updated Intranet page for important information regarding any type of professional development funding assistance offered through ODTS.

With a click of the mouse you will have access to everything you need – eligibility requirements, newest application forms, required supporting documentation, process outlines, directions for completing forms, and more.

Always use the newest application forms from the ODTS Intranet page. Remember, a separate application along with supporting documentation is required for each course or professional development opportunity.

**All submissions must be sent to:**  
[odtsfundingrequests@dhhs.nh.gov](mailto:odtsfundingrequests@dhhs.nh.gov)



# Many Ways to Learn and Grow!



## Dynamic Facilitation Services

ODTS instructors are experienced facilitators who can assist you and your team to create a supportive and healthy work culture through small and large group coordinated discussions. We will help you to define the purpose of your session(s), design appropriate questions, and plan the timeline. Sessions might include: DiSC assesment, identifying core values; creating a mission statement that defines your purpose; brainstorming a vision statement to convey your aspirations; designing succession plans, etc.

## Hot Topics

These remote trainings will cover a range of topics, allowing our employees - no matter where they work - to access the information that is important to them in a way that can accommodate their schedules.

If you're interested in providing a Hot Topic, please contact:

[ODTS@dhhs.nh.gov](mailto:ODTS@dhhs.nh.gov).



## Upcoming Hot Topics Sessions

- **Contracts and Procurement** (Brooke Provost, Administrator III  
Bureau of Contracts & Procurement)  
08/22/2023, 9:30am-11:30am
- **DHHS 24/7 Facility Facts** (the leaders of the 24/7 facilities)  
09/06/2023, 9:30am-11:30am
- **Crash Course in Project Management Policy, Best Practices, and Available Tools** (Dave Hobson,  
Director, Project Management Office & the PMO Team)  
09/20/2023 9:30am -11:30am
- **DHHS Suicide Prevention Initiative/I Care Team** (Katherine Cox, DHHS Suicide Prevention  
Coordinator, Behavioral Health Operations)  
10/04/2023, 9:00am-11:00am
- **Benefits/ Open Enrollment** (Heidi Jackson-Rhine, Benefits & Payroll Administrator  
Bureau of Human Resources)  
11/01/2023, 9:30am-11:00am



## Many Ways to Learn and Grow continued...



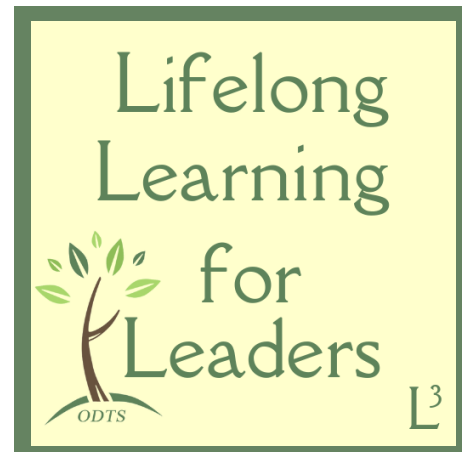
### L2 (Lending Library)

Looking for learning beyond the classroom? We can help! ODTs has a lending library with 16 book titles, and more to come. Visit our page on the [Intranet](#) for a list of books and information on how to borrow.

New books are on their way- arriving in September!

### L3 (Lifelong Learning for Leaders)

Stories inspire us to believe in possibility, recommit to our vision, and take action. The Lifelong Learning for Leaders (L<sup>3</sup>) program uses the stories and wisdom of influential thinkers to provide opportunities for leaders to connect, discuss what good leadership looks like, and strategize ways to get there together.



ODTS was inspired by the engaged participation and input from all of the supervisors who joined us during the second iteration of L3, to read and begin to apply Liz Wiseman's *Multipliers*.

The next session of L3 will begin this fall, with a timely pick from the ODTs team, *Crucial Conversations- Tools for Talking When the Stakes are High* by Grenny, Patterson, McMillan, Switzler, and Gregory.

Supervisors can register to participate in this session by August 25th at:

<https://www.surveymonkey.com/r/crucialconvobook>

For more information on L3, [contact ODTs](#).

# What's New?

## Supervisor Foundations

DHHS Supervisor Foundations is a three-day course created to help new supervisors navigate the implementation of policies & procedures and performance management. This hybrid course combines in-person and virtual learning, providing opportunities for participants to network and collaborate with their peers.

Topics covered include: transitioning into a new role; networking and collaboration; DHHS policies and procedures; DHHS hiring process; performance management; DHHS Employee Relations; progressive discipline; HR legal accommodations; Communication Access; and the Employee Assistance Program.

While priority will be given to new supervisors, existing supervisors are also welcome to attend.



See our page on the [Intranet](#) for more dates and details, along with a program application.

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**WE WANT YOU!**

**Join us for an upcoming session of Supervisor Foundations**




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**Upcoming Sessions:**  
 Sept 15, 18, & 19  
 Oct 13, 16, & 17  
 Nov 3, 6, & 7



## Up & Coming

### INSPIRING LEADERS PROGRAM (ILP) COMING IN 2024!

This hybrid program will be offered three times each year and will combine in-person and virtual learning. Classes will include case studies, interactive activities, and concept application. Participants will also receive a copy of Leadership and the One Minute Manager by Ken Blanchard.

This transformational learning program will include such topics as:

- The DiSC work style assessment
- Leadership philosophies
- Communicating with confidence
- Coaching and mentoring
- Emotional intelligence
- Creating supportive and healthy work cultures



#### Cornerstone

**We are excited to announce that a new and improved learning management system is on the horizon.**

Nick Kamenos and Rick Hill (Cornerstone System Administrators) have been working with several divisions in DHHS to build and test learning content that can be shared, tracked, and reported in a more streamlined process. The user interface is easy to navigate and designed to allow staff and their managers to access it without the need for a username and password, using a tool called Single Sign-On (SSO)

The first training, Workplace Ethics, will be launched to targeted units beginning on Tuesday, August 29th.

Please stay tuned for more information and demonstrations of this new tool.

**If you have questions regarding the Cornerstone Learning Management System, please email [CSOD.LMS.Admin@dhhs.nh.gov](mailto:CSOD.LMS.Admin@dhhs.nh.gov)**



## ~Featured Article~

# What Do We Know About Adult Learning?

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Teaching adults often looks very different from teaching children, as adults have had vastly different life experiences and come with their own unique sets of background knowledge. Andragogy, or the practice of teaching adults, studies the best methods and approaches for effective adult education.

### **Malcolm Knowles' Five Principles of Andragogy**

Those teaching adults should understand and practice the five principles of andragogy espoused by Malcolm Knowles, a pioneer in the study of adult learning.

Knowles posited that adults learn best under the following circumstances:

- Learning is self-directed.
- Learning is experiential and utilizes background knowledge.
- Learning is relevant to current roles.
- Instruction is problem-centered.
- Students are motivated to learn.



By incorporating these five principles of andragogy into instruction, adult educators and learners alike will experience greater success in the classroom.

# What Do We Know About Adult Learning?

## **Self-Directed Learning**

Adult learners are usually mature and self-confident enough to know how they learn best, what their areas of strength and weakness are, and how to go about learning. Adult educators need to grant their students plenty of space and be there to support rather than direct.

Another benefit of self-directed learning is that students can focus on their preferred learning style—visual, auditory, or kinesthetic. Visual learners rely on pictures. They benefit from the use of graphs, diagrams, and illustrations. They learn best when they are shown what to do or what something looks like. Auditory learners listen carefully when they are learning and draw the majority of new knowledge through their ears. Things make the most sense to them when they are told how something should be. Tactile or kinesthetic learners need to physically do something to understand it. By performing something for themselves through a degree of trial and error, these learners will experience the most success.

## **Using Experiences as a Resource**

Adult educators need to utilize each set of background knowledge in their classroom as a resource. No matter how old your adult learners are or what type of life they have led thus far, every one of your students will have acquired an extensive cache of experiences that you can draw on to make the most of what everyone brings to the table. Some will be experts in an area that your whole class could benefit from learning about or will have experienced something very unfamiliar to the rest of your students.

The moments of authenticity and spontaneity that come from sharing with each other will prove to be some of the most powerful. Tap into the wealth of wisdom of your class as much as possible.

## **Relevance of Material**

Adults have little use for material that is not relevant to the roles they already occupy. The job of adult educators is to get to know students well enough to be able to teach to their roles. The goal in teaching adults is to fit the needs of your students, who are more often than not opting to be there because they identified an area of need for themselves—ask and listen to them about what they want from this experience.

## What do we know about adult learning?

### Problem-Centered Instruction

Adult learners do not desire to learn about material that doesn't fit into their lives and they do not usually want their learning to be abstract either. Adults are practiced, knowledgeable, and flexible learners with a lot of problems to solve. Unlike young students, they do not usually need long to think about unfamiliar subjects before trying a skill out for themselves because they exercise their problem-solving skills every day and learn more each time.

Adult educators need to tailor their instruction to specific problems that their students face rather than approaching their teaching one subject at a time. Andragogy is about spending more time doing than learning and the quality of instruction is much more important than topic coverage.

### Motivation to Learn

“When the student is ready, the teacher appears” is a Buddhist proverb that applies well to all areas of education. No matter how hard an educator tries, learning only begins when a student is ready. Getting past the initial uneasiness of adult learners can be a challenge.

However, many adult educators find that their students are eager to grow their knowledge. The facilitator's role in these cases is simply to encourage this motivation and help students maintain positivity toward learning so they can move past any discomfort they may feel about their situation.

Listen carefully for teaching moments and take advantage of them. When a student says or does something that cues a new topic, be flexible and discuss it, even briefly, to show your students that their interests are important.

*Adapted from:*

*Peterson, Deb. "5 Principles for the Teacher of Adults." ThoughtCo, Apr. 5, 2023, [thoughtco.com/principles-for-the-teacher-of-adults-31638](https://www.thoughtco.com/principles-for-the-teacher-of-adults-31638).*

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**We hope you enjoyed this issue of ODiTieS!  
Look for our next issue in winter of 2023.**

**Wishing you a wonderful fall season,  
-Your ODTS Team**