Icebreaker: Candy Bar Which candy bar best describes who you are? Share why.

Group Discussion: What are some problems you have encountered with simple solutions?

Long Wait Times Houston Airport 20 years ago devised simple solution for customers who complained about wait times for their luggage

Solution: Management designed long distance from terminals, slow moving walkways actually longer distance travelers perceived shorter time when they arrived to baggage area

Guam Brown Tree Snake 60 years ago US military cargo shipment inadvertedly transported Brown Tree to island, The Non-Native reptile multiplied rapidly overpopulated the island, cause extinction of many birds, interfered with power lines causing power outages

Solution: Inject dead mice with chemical Acetaminophen (Tylenol) parachute their corpses the snakes ate them and died now there are under controllable numbers

Silly String and IEDs Insurgents in Afghan and Iraq planted IED in close quarters, homes, buildings so when troops would scout area they would be injured or killed by the IED

Solution: Silly String would be sprayed on doorways to detect tripwire without detenotating IED Marcelle Shiver helped ship 100000 cans to soliders overseas

Who is David Kolb?

David Kolb is an experiential theorist who stated Experiential learning requires self-initiative, an "intention to learn" and an "active phase of learning",

Learning is cyclic (Do…Think….Analyze Conclusions…Adapt…Do Again..Think Again…Conclude Again…Adapt experiences again..Process of Reflection

Aristole Approach "for the things we have to learn before we can do them, we learn by doing them

How can you design an effective training program with Kolb’s Experiential Learning Theory?

Kolb stated the importance for the learner to have these concepts

Best way to design an effective instruction for trainees in a work environment would be to identify these 4 major components within the newly identified problem:

* The learner must be willing to be actively involved in the experience; (concrete)
* The learner must be able to reflect on the experience what was done in and on action; (reflective observation)
* The learner must possess and use analytical skills to conceptualize the experience; (abstract conceptualization) new ideas about ourselves and
* The learner must possess decision making and probe solving skills in order to use the new ideas gained from the experience. (active experimentation) test out our own experiences in the real word to understand repeated multiple times

What are the benefits of a Kolb’s focused instruction?

Best for small group discussions with adult learners

Demonstrations help reinforce cyclic learning process

Why is important for Human Resource Training and Development?

Relates to KSAs the trainer Knowledge learned are Strategic highlight knowledge already learned what, how, and when to apply the previous experiences to coaching shared collaborative experience with my guidance to each objective

K:Procedural knowledge in how you approach many situations are uniquely different

S:Skills are compiled with simulations of work environment coaching Practice it Just Do It

So what? How is this important Acquisition of Skills acquired from different situations roleplay collaboration can be transferred to the workplace with Generalizability

A: Attitude Motivation to recognize effective behavior, Change attitudes/mindset when you see others distortions and inaccurate rationalization

Self-efficacy with ability to effectively coach

Experiential Learning and Gagne-Briggs Nine Events

How do exercise experience? Personal experiences How do get the attention? Videos, Pictures, Discussions

How will coursework presented in the context of real world?

One-on-one roleplays to assess performance with feedback

problems?

How will learners be shown the problem, engaged and involved in the progression of the problem?

How does this coursework attempt to activate relevant prior knowledge or experience?

Practice what you learned should include the freedom to learn and make mistakes

Do learners have enough opportunity to learn without feeling overwhelmed or lost?

ABC’S and DEF’s of Coaching

Always be Closing and Coaching

Connect :

How can I assist team members reach their goals?

What are barriers to connecting?

Develop:

What are resources to help team member close sales?

What are observable strengths and weaknesses for promotion?

Effective:

What are some adjustments needed to reach goal?

How often should I track team member’s progress?

reFlective:

How effective was my feedback with the team member?

What approach should I change or stick with next coaching session?

In Summary of Experiential Design

work best for management, supervisors in retail environment to improve coaching knowledge, skills, and attitudes to reach Verizon goals.

Experiential allows for Reflective approach to coaching which can improve learner’s ability to adjust or adapted to learning, This process of learning can result in "changes in judgment, feeling or skills" for the individual and can provide direction for the "making of judgments as a guide to choice and action"

Simplify the Coaching as basic as ABC’s and DEF’s

Feedback is a gift