

ATD-LA BRAIN EXCHANGE

Facilitator: Kavita Gupta, President Elect, Director Chapter Meetings, ATD-LA

Recorder: Annie Liao, Referees: Tom Henschel and Tom Partridge

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TOP TIPS, TOOLS AND ADVICE

Kelly Abanda | Design Your Detour, Founder

- Help people transition into something that makes them more happy. Magic happens at the intersection of planning and leaping. Some good questions to ask to get people moving in the right direction:
 - What's going well in your life?
 - Where do you want to make changes?
 - What choices do you wish you had the courage to make but have been holding back?
 - What are your fears?
 - What will your life look like if you don't make these changes?
- Competencies: Coaching, Interpersonal Skills

Jennifer Akuna | Learning & OD Specialist

- Book: *Professional Coaching Competencies: The Complete Guide*.
 - Try using coaching questions in a group facilitation setting. They help people drill down to the real issues.
- Competencies: Coaching

Angela Anable | Landmark Theatres, Dir. of Training & ATD-LA Westside GIG Leader

- As part of the train-the-trainer experience at Landmark Theatres, we, bring in the elements of customer service into the training so that they can always keep the end goal in mind – that of making customer service their ultimate mission.
- Competencies: Training Delivery, Instructional Design

Austin Bauer | Simple Progress LLC, President

- Remember to keep this triad in balance: ego, relationships, and results. If you keep those in balance like an equilateral triangle, you are more likely to have a helpful conversation. It can help give feedback in a way that is respectful and dignifying of the person, while also moving results forward.
 - Book: *The Art of Gathering: How We Meet and Why it Matters* – Priya Parker.
- Competencies: Training Delivery, Interpersonal Skills

Sean Bloch | Akin Gump Strauss Hauer & Feld LLP, Technology Trainer

- Online Course: Udemy | The complete storytelling course. Excellent resource for speaking and presenting. ([udemy.com](https://www.udemy.com))
 - Online Course: Creative Live | Mel Robbins – Breaking the Habit of Self Doubt ([creativelive.com](https://www.creativelive.com)).
- Competencies: Learning Technologies

Joe Davis | Carousel School, Technology System Manager

- Involve the audience when you're doing training. Find experiences that are common to them to help them grasp the concepts you're trying to convey.

- Demonstrate what you're training. Walk people through the steps they need to know to do the task.
Competencies: Training Delivery, Instructional Design

Tia Graham | Arrive at Happy, Founder

- The VIA Character Strengths Survey (viacharacter.org). Take 15-minute survey and get an abbreviated report. Can pay to get a full report. When you focus on your employees' strengths they'll be much more productive and engaged.
- How to create a happy environment? Start with energy in the room – happy, loud music to help them feel it, before talking about it. Use personal storytelling. Consider the environment and setting of your training (think beyond the hotel ballroom box!).
- Education vs. Transformation - - help people understand that their brains can actually change -- they're elastic. It might help motivate them.
- Book: *Transformative Speaking: If you Want to Change the World Tell a Better Story* by Gail Larsen.
Competencies: Personal Skills, Change Management

Kirsten Giles | Pale Blue Design, President

When designing training, make sure you know your learners':

- *Objections* – If you know what your learners' objections are, you need to bake them into the learning. You can't change learners' objections so you have to account for them.
- *Objectives* – Make sure you know what your learners' objectives are, because they don't care what yours are! If you need to list your training objectives up front, at least try to filter some of what you believe your learners' objectives are into your list.
Competencies: Instructional Design

Kavita Gupta | USC LDT Advisory Board Chair & Director ATD-LA Chapter Meetings

- 40 point needs assessment checklist taken from her book – *A Practical Guide to Needs Assessment (Wiley/ASTD, 2007)*. This resource can be used for a variety of needs assessments. The checklist covers the essential steps of how to plan assessments, analyze data and report findings. <https://epdf.tips/a-practical-guide-to-needs-assessment.html>
Competencies: Instructional Design, Industry Knowledge

Tom Henschel | Essential Communications, President & Past President of ATD-LA

- Website: Liberating Structures (liberatingstructures.com)
Made by a group of people who believe using the classroom can be transformative and change the way they work together. They've free-sourced everything.
Competencies: Learning Technologies

Andrew Hiestand | USC, Learning and Organizational Development Specialist

- Focus on message not the medium. Keeping technology in check. Don't get caught up in the medium you are using, but focus on the results.
Competencies: Instructional Design, Learning Technologies

Caroline Leach | The Carrelle Company, Founder

- App: ORAI – an AI communications coaching app (oraiapp.com). You can record yourself giving a talk and it will give you feedback about how you will be received.
Competencies: Training Delivery, Interpersonal Skills

Annie Liao | Dine Brands, Instructional Designer & ATD-LA Chapter Meetings Committee Member

- Be your own Learning and Development manager. While you're helping others to grow into their strengths and find their way on their career path, make sure you're looking after your

own too! You can even focus on one topic at a time and build your own syllabus of books, web classes, and podcasts if that sounds fun to you.

- Website: Skillshare ([skillshare.com](https://www.skillshare.com)). An online project-based learning community with business, marketing, technology, and creative classes. Recommend any class by Daniel Scott for Adobe CC products. You can also become an educator on the site. It is a paid service, but it's easy to find a promo code for a few free months.
 - App: Library Extension ([libraryextension.com](https://www.libraryextension.com)). Free download for your web browser that will tell you if a book you are about to purchase online is available at a library near you.
- Competencies: Learning Technologies, Industry Knowledge

Jeff Lowndes | LRW, Learning Specialist

- L.A. County Public Library system gives you access to [Lynda.com](https://www.lynda.com). You can get certifications for the course you take on Lynda.com and post them to LinkedIn or even list on your resume.
 - Lynda.com is also a great way to help people in your organization that are feeling behind in relation to new technology and software. It's a great way to help people keep current.
 - Library cards! Don't forget about them!
- Competencies: Learning Technologies, Industry Knowledge, Technology Literacy

Chandra McPherson | MetroLink, L&D Analyst

- DiSC has teamed up with 5 Dysfunctions of a Team to create 5 Behaviors of a Cohesive Team ([fivebehaviors.com](https://www.fivebehaviors.com)). Now you can do both DiSC and 5 Dysfunctions together instead of individually.
- Competencies: Interpersonal Skills, Coaching

Guy Morgenshtern | BTC Consulting

- A way to get people to break their assumptions with these three things:
 1. Ask the right question – find a way to connect with a question that will resonate with the person and the context.
 2. A sharing moment – share about a time when you were in a similar mind-space or experience to make a connection.
 3. Mirroring – repeating what someone says in a more aggressive way, so it creates a fork in the road and a point of decision for them.
- Competencies: Interpersonal Skills

Tom Partridge | Tom's E-learning, L&D Program Manager & ATD-LA Treasurer

- Separate out the discovery phase from the needs assessment, so you don't get too far down the road and then realize people have not made their objectives and needs clear. It's okay to be upfront with clients and say you won't do a needs assessment until you've done the discovery work.
 - Using Ted talks in presentations to create inspiration, engagement, and a helpful change in mindset that helps people learn.
- Competencies: Business Skills, Training Delivery

Leigh Schroyer | Claremont Graduate University, Employer Relations and Internship Coordinator and ATD-LA Chapter Meetings Committee Member

- Gallup Strengths Finder ([gallup.com](https://www.gallup.com))– Great tool to help people grow and identify their strengths.
 - When you're implementing change, make sure you're not forgetting to evaluate the learning impact.
 - Increase engagement with storytelling.
- Competencies: Change Management, Evaluating Learning Impact

Ben Sieke | ATD President & Performance Consultant and L&D Leader

- Article: How long to develop one hour of training? <https://www.td.org/insights/how-long-does-it-take-to-develop-one-hour-of-training-updated-for-2017>
Polled instructional designers about how long it takes to develop classroom or e-learning training. They've done this study 3 times, so you can see the way things have changed and developed.
- It's really easy for us to focus on content – but we have to focus on context so that people feel comfortable to learn. If you don't get everything else right, they won't get the content anyways.
- Kirkpatrick's Four-Level Training Evaluation Model – important to ensure training results are achieved.
Competencies: Evaluating Learning Impact, Instructional Design

Grant Skakun | Eucrest Writing, Facilitator & ATD-LA Office Administrator

- Model: Bloom's Taxonomy (to classify learning objectives into levels of complexity and specificity).
 - Keep your mind on your learning objective.
 - Begin with an actionable verb.
- Competencies: Instructional Design

Lindsay Snyder | Niagara Bottling LLC, Supply Chain Training Manager

- Animation Software: Vyond (vyond.com). Allows for people of all skill levels to animate videos.
 - Creating Concept Videos for your organization–take a hard look to explain concept that someone outside the company would have a hard time understanding, and make it into a video to communicate the concept in a fun way.
- Competencies: Learning Technologies, Technology Literacy

Fred Stevens | GFStevens, Personal Coaching and Business Consulting

- Give mind-mapping a chance! It teaches you how your mind connects concepts. It helps get a lot done quickly with teams, or personally when you have to put together a presentation in a hurry.
 - Since we're in LA, give thought and empathy to the commute people have faced to get to the training. It can create a context that helps people get ready to learn.
 - Quote "The universe is not made up of atoms, it's made of stories." And on top of that, every atom is made of stories.
- Competencies: Coaching, Interpersonal Skills

Mario Torres-Gil | Creative Solution, President

- Something to think about: Did you know that business writing is the most requested of his many course offerings, followed by grammar in his work with federal government?
 - Make a dry subject engaging and experiential. It's possible to help people to have fun with the subject matter of things that might seem boring on the surface.
- Competencies: Business Skills

Princess Walsh | Organizational Development

- Keep in contact with your contacts with Airtable (airtable.com). Import all your contacts from an excel sheet or via Google to send mass messages without going into Gmail or your business account -- so you can email them all from one source. Create groups, schedule messages, and auto-schedule communications.
 - You can apply for a library card online if you don't already have one.
- Competencies: Learning Technologies

Noah Young | Jackson Dawson, Vice President

- Everything matters when it comes to training. Learning goes beyond the instructional design and the content of the training itself. Think about the space where training occurs – the room, the context, and even the seating.
- TV episode: 2nd season of *Mind of a Chef* on Netflix with chef Grant Achatz of Alinea restaurant in Chicago. Even though it's in a restaurant setting, it offers inspiration in regard to creating environments.

Competencies: Managing Learning Programs

DON'T FORGET

- **Have you followed the ATD-LA LinkedIn page yet?**
Join here: <https://www.linkedin.com/company/atd-la/>
- **Do you have a place to host an ATD chapter meeting?**
If your organization or company has space we could use for a chapter meeting, we'd love to be in touch! **Contact: Kavita Gupta at chaptermeetings@atdla.org**
- **ATD-LA members get benefits such as discounts on meetings and access to member-only website content, such as our member directory.** If you haven't joined yet, you can do so here on our website: <https://www.atdla.org/join>