



## North Carolina Department of Health and Human Services Division of Social Services

325 North Salisbury Street • Raleigh, North Carolina 27603  
Courier # 56-20-25

Michael F. Easley, Governor  
Carmen Hooker Buell, Secretary

Pheon E. Beal, Director  
(919) 733-3055

August 14, 2001

**Dear County Director of Social Services**

**Subject: Participant Feedback Following Pre-Service Training**

Approximately one year ago, four focus groups were conducted throughout the state with child welfare supervisors. The purpose of the meetings was to obtain feedback from supervisory staff regarding the 72-hour pre-service training. During these meetings, supervisors shared their challenges involved in assessing new employees who are involved in training the first month of employment. As a result of these challenges, child welfare supervisors requested that the Staff Development Team develop a feedback process that would assist county supervisors in their overall assessment of new staff during Pre-service training.

Over the last year, the Staff Development Team, State Personnel, the Transfer of Learning Committee, the Evaluation Sub-Committee and the State Training Advisory Committee, comprised of county, state, public and private agencies, have discussed this issue. As a result of this collaboration, representatives of these committees developed a feedback process that will allow participants an opportunity to self-assess their participation as well as provide trainer feedback regarding participation. The sole purpose of this information is to provide participants and supervisors with feedback regarding the participant's strengths and challenges during pre-service training. To insure consistency among participants and trainers, a set of benchmarks has been established. We hope this information will assist county supervisors in their educational supervision conferences with new staff. It is anticipated the Participant Feedback pilot should begin by September 1, 2001 in all four of the regional training centers.

Through collaborative efforts, a process has been designed to maximize the positive benefits of the Participant Feedback. We ask that supervisors maintain a blank copy of the Participant Feedback Form and the Benchmarks, sharing and discussing these with the new employee prior to their first day of pre-service training. In addition, each participant will receive a blank copy of the feedback form and benchmarks in their confirmation letter. At the completion of training, participants and trainers will be asked to complete the Participant Feedback Form based upon their individual assessments for the entire training. Once the forms are completed, participants will be provided with their copy of the feedback. Supervisors will be mailed a copy of the feedback within one week following the conclusion of training. To refine the feedback process, we will request that supervisors and participants complete a short evaluation of the process. Participant feedback will be obtained at the training site. A self-addressed Feedback Evaluation postcard will be included with the supervisor's copy of the completed Participant Feedback Form.

Dear County Director  
August 14, 2001  
Page 2

In advance, we would like to thank everyone for his or her feedback into the Participant Feedback process. We have been quite pleased with the on-going feedback and active role counties are assuming with our new training system. We welcome your comments and suggestions as we continue to build and refine our system. Please feel free to address any questions, comments or suggestions to Rebecca Brigham, Team Leader for Staff Development or Connie Polk, Regional Training Center Program Manager at (919) 733-7672, email: [rebecca.brigham@ncmail.net](mailto:rebecca.brigham@ncmail.net) or [connie.polk@ncmail.net](mailto:connie.polk@ncmail.net).

Sincerely,



Charles C. Harris, Chief  
Children's Services Section

Enclosures

cc: Pheon Beal  
Paul LeSieur  
Local Support Managers  
Children's Services Team Leaders  
Children's Services Program Representatives

**CS-31-2001**

## Pre-Service Training Participant Feedback Benchmarks

### 1. Attentiveness in Class

**Exceeds Expectations:** Meeting and exceeds use the same guidelines

**Meets Expectations:**

- Beepers are turned on the vibrate mode
- Cell phones are turned off
- Participant is alert
- Participant stays awake during the entire training session
- Extracurricular activities such as reading books/newspapers, completing crossword puzzles, listening to C.D.s with headphones, coloring in coloring books and etc. is used only during classroom breaks and lunch.
- Refrains from talking when trainer or other participants are talking

**Needs Improvement:**

- Falls asleep during class
- Engages in activities irrelevant to the training such as reading the newspaper, brings coloring books and colors, reads a books, completes crossword puzzles and etc. during training.
- Cell phone is left turned on during the training with the phone ringing in the classroom
- Beepers are left on the ring mode and participant receives pages during training

### 2. Timeliness in Class:

**Exceeds Expectations:**

- Arrives to the training room prior to the beginning of each morning session, breaks and lunch
- Has all materials available and on the table ready to begin the session prior to the start time

**Meets Expectations:**

- Arrives to the training room at 9:00 am, at the designated time following lunch and breaks
- If participant anticipates a late arrival, he/she notifies the trainers through personal contact or by agency supervisor.

**Needs Improvement:**

- Participant is chronically tardy in A.M., following breaks and/or lunch. Chronically is defined as being tardy 5 times during the 12-day training. After the participant is tardy 2 times, the trainer will discuss the issue with the participant. Tardy is defined as more than 5 minutes late.
- Participant misses more than a total of 2 hours of training for the entire training event. Missing more than 2 hours will result in non-complete status in the database and the participant is not to receive their certificate.
- Participant misses a day of training without notifying the trainers.

### **3. Actively Participated in Learning Experiences and Class Activities in a Positive Manner**

#### **Exceeds Expectations:**

- Participant makes valuable contributions to the class
- Participant remains focused on a task
- Participant addresses norms violations with others as these occur
- Asks clarifying questions

#### **Meets Expectations:**

- Completes all assignments, i.e. Pre/During assignments (homework, small group activities and etc.)
- Complies with group norms

#### **Needs Improvement:**

- Disregards the group norms
- Refrains from participation in small group activities
- Dominates the group
- Does not complete the assigned Pre/During training tasks
- Requires constant reminders to adhere to the group norms
- Requires constant reminders to participate in group assignments, activities and etc.

### **4. Shared Criticism, Objections and Challenges in a Positive Manner**

#### **Exceeds Expectations:**

- Participant takes ownership for his/her values, beliefs and opinions)
- Asks for clarification to help understand policies, differences and similarities between counties
- Takes risks to incorporate own views into class discussions
- Extends oneself beyond one's own perspective in order to consider and appreciate different points of view

#### **Meets Expectations:**

- Listens to the opinions and ideas of others
- Tries to understand different opinions and policies with which they may disagree
- Presents different opinions in a manner that avoids harsh and critical terminology or voice tone.
- Participant "lets go" of struggles in the group and addresses these with the trainer or back in the agency with supervisor.
- Refrains from demeaning or derogatory comments

#### **Needs Improvement:**

- Uses profanity in the classroom
- States objections in loud and harsh tones
- Unwilling or unable to listen and hear the opinions and viewpoints of others
- Refuses to follow a policy outlined by the agency, county, state or federal policies based upon disagreement with the policy
- Overpersistent in disagreements (can't let go)
- Frequently criticizes the system that they are working within

- Criticizes, makes fun of families, children, and/or client population

**5. Supported Other Participants in their Learning and Development and/or did not Interfere with the Learning of Others.**

**Exceeds Expectations:**

- Assumes a leadership role within the class
- Assists other participants in understanding content that may be difficult or confusing
- Assists in refocusing the group when becomes off task
- Offers insight into classroom group dynamics (for example., the participant notes when the group is tired and asks for a break, asks for clarification, comments on a difficulty the group may be having in a way that facilitates discussion)
- Appropriately expresses disagreement with trainer(s) and other trainees

**Meets Expectations:**

- Listens to the ideas of others
- Shares outside resources and learning experiences with the group
- Shares prior work related experience in a supportive manner with the group
- Respects the learning style of others in the classroom

**Needs Improvement:**

- Creates barriers toward the learning of others (i.e. side conversations, dominating the group, lack of adherence to group norms and etc.)
- Refuses to provide input into the group
- Denies other participants the opportunity to answer questions or discuss their issues
- Refuses to assist less experienced workers when asked by the trainer
- Negates information provided by the trainers (i.e., the trainer is wrong, my supervisor told me to listen to nothing said today, my county says this is wrong and etc.)
- Disagrees with trainers in small groups rather than directly with the trainer
- Undermines the trainer's credibility

## Pre-Service Training Participant Feedback

Participant Name: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

The participant has recently completed *Child Welfare in North Carolina*, the 72-hour pre-service training for new workers. The purpose of this feedback is to provide you with information regarding your worker's progress during the training. Also, the participant's feedback provides social work staff with an opportunity to reflect upon their training experience to gain insight into their own professional development. Both the participant and the trainer(s) were provided an opportunity to evaluate his/her participation in the training. If you should have any questions, please feel free to contact one of the trainers listed below at \_\_\_\_\_.

1-Exceeds expectations

2-Meets expectations

3-Needs improvement

4-Not-Applicable

Item	Participant Self-Rating	Participant Comments		Trainer Rating	Trainer Comments
Attentiveness in Class					
Timeliness in Class					
Actively Participated in Learning Experiences and Class Activities in a Positive Manner					
Shared Criticism, Objections and Challenges in a Positive Manner					
Supported Other Participants in their Learning and Development and/or did not Interfere with the Learning of Others					
Other					

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Trainer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Trainer Signature

\_\_\_\_\_  
Date