

## How will Transfer of Learning Benefit My County?

Counties shared the following information regarding their experiences with various TOL activities:

*"You can absorb the training then the TOL Session gives you a chance to take it out and practice it. Some of our best ideas have come from those TOL sessions. The Sessions have been our safety net and one of the best things we've ever done to support learning."*

**(Lackawanna County Manager)**

*"I don't know how we did training without them (TOL support sessions), it puts the training into practice."* - **(Lackawanna County Supervisor)**

*"We've liked how creative it (TOL) can be, it was built to support our learning and flexible."* - **(Lackawanna County Caseworker)**

*"One of the workers in my unit recently shared with me how the TOL activities directly supported her work, sharing.....'The solution-focused model has definitely increased my effectiveness with families in managing oppositional behaviors and difficult clients.' "* - **(Snyder County Supervisor)**

*"Provided an arena for workers to discuss their needs"*

**(Schuylkill County Staff)**

*"TOL brought the training to life and forced us to prepare by considering where we are using skills well and where we are struggling."*

**(Schuylkill County Staff)**

*"Thought that it (TOL support) really helped to clarify for staff exactly how the skill should be put into practice, how it is supposed to be done."*

**(Warren County Supervisor)**

### The Child Welfare Resource Center

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## What is Transfer of Learning (TOL)?

We at the Resource Center want you to put what you have learned into practice. "TOL is a structured, deliberate set of activities or resources intended to help participants make the connections from theoretical concept and associated skill to integrating that concept into practice. It is comprised of a planned series of steps or activities that continue outside of a learning event."

A learning event is an activity, such as a training, that provides participants the knowledge, values, and skills necessary to perform their professional responsibilities. Research shows that a phenomenon called the *results dip* occurs shortly after learning as a participant tries to transfer the new knowledge and skills to practice. When workers begin to transfer the new knowledge and skills into practice; they can feel awkward and experience frustration when they are not experiencing successful implementation of their learning. Therefore, workers return to their old practices that feel more comfortable. These feelings of awkwardness and frustration have been identified by researchers as the *results dip*. By implementing Transfer of Learning with the Resource Center, this results dip can be reduced and help workers and supervisors achieve transfer of their new knowledge and skills.



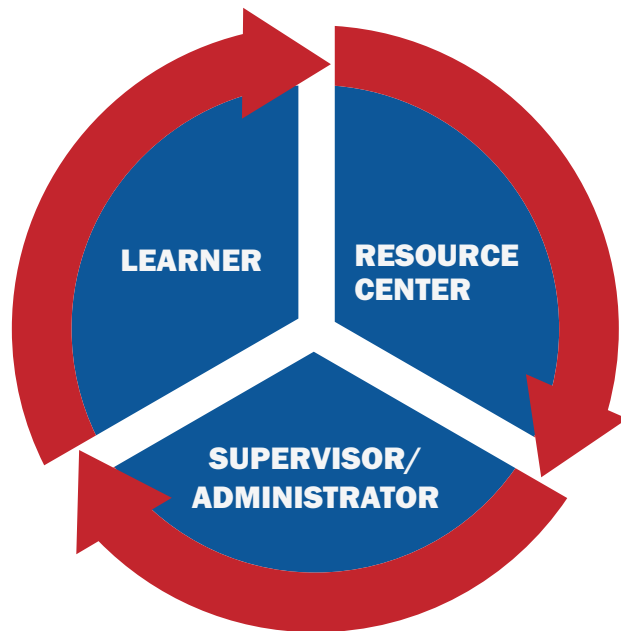
## How Does TOL Work?

Transfer of Learning uses a Learning Cycle approach to support individuals and agencies when learning new information and developing new skills. The stages of the Learning Cycle include:

- **Assess Learning Needs**
- **Identify Learning Methods**
- **Prepare for Learning**
- **Experience Learning**
- **Apply Learning**

Effective learning is achieved through a partnership between individuals and organizations. The Resource Center works with agencies through the Learning Cycle to develop a Learning Partnership. Each member of the learning partnership has a critical role throughout the cycle in order to achieve positive outcomes that promote the safety, permanency, and well-being for Pennsylvania's children.

## The Learning Partnership



### Resource Center:

- Analyze data from a variety of sources such as county improvement plans, ITNA, and a variety of other sources
- Develop curriculum and share other learning resources
- Provide technical assistance and support to implement pre-work and reduce learning barriers
- Deliver training and provide other opportunities for learning
- Provide technical assistance to support the implementation of action plans

### Learner:

- Complete the ITNA and collaborate with supervisor to identify additional learning needs
- In collaboration with the supervisor, review and select appropriate learning resources
- Complete pre-work and identify learning barriers
- Be an active learner and develop an action plan
- Practice using knowledge and skills identified in the action plan and seek feedback from the supervisor

### Supervisor/Administrator:

- In collaboration with the learner, review and assess the ITNA, the county improvement plan, and the learner performance goals to identify learning gaps
- Gather and discuss with the learner, the possible learning resources.
- Support the learner in completing pre-work and plan interventions to minimize learning barriers
- Assist in workload coverage and prevent interruptions during the learning event
- Support the application of new knowledge and skills through active coaching

## How Can My County/Agency Participate in a Transfer of Learning Activity?

Once the needs are recognized by the county Administrator, the Resource Center can customize the transfer of learning activities to meet those needs. The Administrator should contact a member of their Regional Team from the Child Welfare Resource Center to learn more or for additional information.