



704

Oh No, Now What Do I Do?

A Training Outline

**Developed by:
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**For:
The Pennsylvania Child Welfare
Resource Center**

**University of Pittsburgh,
School of Social Work**

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Agenda for the 1/2-Day Workshop on Oh No, Now What Do I Do?

Day One

Estimated Time	Content	Page
15 minutes	Section I: Welcome and Introductions	1
45 minutes	Section II: How to Set Up Equipment	1
45 minutes	Section III: Practice	2
1 hours	Section IV: Trouble Shooting	3
15 minutes	Section V: Summary and Evaluations	4

704: Oh No, Now What Do I Do? (3 hours)

Section Name	Est. Time	Content	Resources Used
Section I. Welcome and Introductions	15 minutes	<p>Method: Trainer Lecture, Small Group Brainstorm, Large Group Discussion</p> <ul style="list-style-type: none"> • Introduction, Housekeeping Items (<i>i.e.</i>, ground rules, bathroom locations, etc.), Trainee Expectations: Workshop Overview, <i>What's In It For Me (WIIFM)</i>, and <i>Parking Lot</i>. • Distribute Handout #1 (Agenda) and review. <p>Notes:</p>	<ul style="list-style-type: none"> • Handout #1 (Agenda) • Name Tents • Trainer-Prepared Flip Chart: What's In It For Me? • Trainer-Prepared Flip Chart: Parking Lot
Section II. How to Set Up Equipment	45 minutes	<ul style="list-style-type: none"> • Distribute Handout #2 (DVD/VCR Setup) and review. Walk participants step by step through the handout while demonstrating each step using the corresponding equipment. • Distribute Handout #3 (PowerPoint Presentation) and review. Walk participants step by step through the handout while demonstrating each step using the corresponding equipment. • Distribute Handout #4 (Changing Bulbs) and review. Walk participants step by step through the handout while demonstrating each step using the corresponding equipment. 	<ul style="list-style-type: none"> • Handout #2 (DVD/VCR Setup) • Handout #3 (PowerPoint Presentation) • Handout #4 (Changing Bulbs) • Desktop Speakers • DVD • DVD Player • Flipchart Stands/Pads • Laptop • LCD Projector • LCD Projector USB Cable • Markers • Name Tents • Overhead Projector

Section Name	Est. Time	Content	Resources Used
		Notes:	<ul style="list-style-type: none"> • Overhead Projector Bulbs • PowerPoint Presentation • Screen • Television • Trainer-Prepared Flip Chart: What's In It For Me? • Trainer-Prepared Flip Chart: Parking Lot • VCR
Section III. Practice	45 minutes	Method: Individual Activity, Large Group Discussion <ul style="list-style-type: none"> • Provide participants with an opportunity to practice the steps in Handout #2 (DVD/VCR Setup), Handout #3 (PowerPoint Presentation), and Handout #4 (Changing Bulbs). <ul style="list-style-type: none"> ○ Unhook/shutdown all of the equipment and ask for one volunteer at a time to set up each piece of equipment. Allow a couple of volunteers for each scenario. 	<ul style="list-style-type: none"> • Handout #2 (DVD/VCR Setup) • Handout #3 (PowerPoint Presentation) • Handout #4 (Changing Bulbs) • Desktop Speakers • DVD • DVD Player • Flipchart Stands/Pads • Laptop • LCD Projector • LCD Projector USB Cable • Markers • Name Tents • Overhead Projector • Overhead Projector Bulbs • PowerPoint Presentation • Screen • Television • Trainer-Prepared Flip Chart: What's In It For Me? • Trainer-Prepared Flip Chart:
		Trainer Note: You may choose to break participants into small groups and hold a competition between the groups. This may be done by timing each group while they set up the equipment.	
		Notes:	

Section Name	Est. Time	Content	Resources Used
			Parking Lot <ul style="list-style-type: none"> • VCR
Section IV. Trouble Shooting	1 hour	<ul style="list-style-type: none"> • Provide participants with an opportunity to trouble shoot the steps in Handout #2 (DVD/VCR Setup), Handout #3 (PowerPoint Presentation), and Handout #4 (Changing Bulbs). <ul style="list-style-type: none"> ○ After participants have the opportunity to set up the equipment from scratch, for the remainder of the morning, set up trouble shooting scenarios for each scenario (<i>i.e.</i>, DVD/VCR Setup, PowerPoint Presentation, and Changing Bulbs). Ask participants to face the back of the room while you alter the setup of the equipment. After altering the setup of the equipment, ask for a volunteer to trouble shoot the problem and set the equipment up correctly so that it works. 	<ul style="list-style-type: none"> • Handout #2 (DVD/VCR Setup) • Handout #3 (PowerPoint Presentation) • Handout #4 (Changing Bulbs) • Desktop Speakers • DVD • DVD Player • Flipchart Stands/Pads • Laptop • LCD Projector • LCD Projector USB Cable • Markers • Name Tents • Overhead Projector • Overhead Projector Bulbs • PowerPoint Presentation • Screen • Television • Trainer-Prepared Flip Chart: What's In It For Me? • Trainer-Prepared Flip Chart: Parking Lot • VCR
		Trainer Note: You may choose to break participants into small groups and hold a competition between the groups, allowing each group to “mess up” the equipment and allow the other small group(s) to troubleshoot the issue. The team which stumps the other team(s) the most is the winner.	
		Notes:	

Section Name	Est. Time	Content	Resources Used
Section V. Summary and Evaluations	15 minutes	<p>Method: Trainer Lecture, Large Group Discussion</p> <ul style="list-style-type: none"> • Workshop Closing <ul style="list-style-type: none"> ○ Summarize what was discussed during the workshop. ○ Revisit the <i>WIIFM</i> and the <i>Parking Lot</i> flip charts, ensure that participant's needs were met/will be met in a future workshop or by other means. ○ Ask participants to complete the workshop evaluations. • Ensure that participants signed in for credit; offer when and where other related workshops will take place, and, thank them for attending. <p>Notes:</p>	<ul style="list-style-type: none"> • Flipchart Stands/Pads • Markers • Name Tents • Workshop Evaluations • Trainer-Prepared Flip Chart: What's In It For Me? • Trainer-Prepared Flip Chart: Parking Lot