
Instructor Competencies



Content Knowledge: Instructor possesses relevant, current, and topic-specific knowledge and experience necessary to deliver the training or consultation sessions successfully.

Facilitation: Instructor intentionally employs a variety of adult learning theory methods and strategies and demonstrates effective interpersonal skills. S/he adapts to the unique needs of the participants in order to guide and engage them in their acquisition of knowledge and skills. Instructor consistently adheres to the fidelity of the training or consultation learning objectives, agenda, and content. Instructor utilizes their professional experience to reinforce and depth to ideas and content.

Group Climate Management: Instructor establishes and maintains a positive, effective group climate that is conducive to optimal acquisition of knowledge and skills.

Professionalism: Instructor understands and models the appropriate knowledge, skills, and behaviors as they relate to the content and the mission and values of the CWRC. This includes presenting a demeanor that is conducive to a positive and productive learning experience for the participants. Additionally, s/he demonstrates a consistent awareness of and commitment to the roles and responsibilities associated with being an instructor for the CWRC.

Technology Knowledge and Skills: Instructor possesses and demonstrates the knowledge and skills to operate the equipment and technology necessary to deliver the training or consultation session successfully and to communicate efficiently and effectively with the Resource Center, its stakeholders, and participants.

Content Knowledge:

Instructor possesses relevant, current, and topic-specific knowledge and experience necessary to deliver the training or consultation sessions successfully.



Behavioral Indicators:

- Understands the learning objectives and how the content and activities relate to the objectives as evidenced by the following:
 - Articulating the connection between the learning objectives and the content and activities
 - Providing and encouraging the sharing of examples that are aligned with the learning objectives and illustrate the content
 - Assisting participants to recognize and connect the content and activities to the learning objectives
- Demonstrates current knowledge of the federal and PA child welfare system, law, regulations, policies, and procedures, the PA practice model and competencies, and their application to the content of the session.
- Demonstrates knowledge and expertise regarding cultural awareness and responsiveness, the parallel process, social work ethics, and their application to the content of the session.
- Integrates relevant and appropriate examples to help participants make connections to practice.

Example Activities:

- Comprehensively prepares to deliver the instructor session by studying content and participating in required TOC and/or mentoring session
- Independently remains apprised of changes to relevant federal and PA law, regulations, policies, and procedures

Facilitation:

Instructor intentionally employs a variety of adult learning theory methods and strategies and demonstrates effective interpersonal skills. S/he adapts to the unique needs of the participants in order to guide and engage them in their acquisition of knowledge and skills. Instructor consistently adheres to the fidelity of the training or consultation learning objectives, agenda, and content. Instructor utilizes their professional experience to reinforce and depth to ideas and content.



Behavioral Indicators:

- Demonstrates support and enthusiasm for the content of the training or consultation session
- Guides and supports participants to take responsibility for their acquisition of knowledge and skills by asking questions, challenging assumptions, and promoting critical thinking
- Actively listens to and appropriately incorporates participants' contributions to the learning process
- Identifies and uses non-verbal behavior to gauge participants' interest and engagement in the training or consultation session and responds as needed to support the learning process
- Employs a variety of methods including visual, tangible, and verbal to promote the learning process
- Consistently promotes participants as experts in their own and their colleagues' acquisition of knowledge and skills by encouraging their use of explanation and examples to illustrate content
- Guides the discussion and activities to completion within the allotted timeframe
- Helps participants connect content to practice and promotes their ability to transfer their learning to the field
- Models and highlights the parallel process in the training or consultation session (administrator to agency, supervisor to caseworker, caseworker to family)

Example Activities:

- Ask participants to provide an example to illustrate course content
- Curtails discussion, in a strength-based manner, to allow timely completion of activity

Group Climate Management:

Instructor establishes and maintains a positive, effective group climate that is conducive to optimal acquisition of knowledge and skills.



Behavioral indicators:

- Demonstrates knowledge and understanding of theories and principles of group dynamics and is able to effectively apply them in the training or consultation session
- Successfully manages the group process, including dominating personalities, disengaged participants, and/or conflict and challenging situations
- Creates an affirmative and safe learning environment for all participants; encourages learners to explore ideas, voice opinions, and participate in activities
- Shows ability to keep the group focused, even when some members of the group stray from the topic at hand

Example Activities:

- Negotiates, establishes, clarifies, and implements ground rules by involving group in discussing and making decisions on process and procedures
- Resolves problems/manages conflict in a constructive, respectful way

Professionalism:

Instructor understands and models the appropriate knowledge, skills, and behaviors as they relate to the content and the mission and values of the CWRC. This includes presenting a demeanor that is conducive to a positive and productive learning experience for the participants. Additionally, s/he demonstrates a consistent awareness of and commitment to the roles and responsibilities associated with being an Instructor for the CWRC.



Behavioral Indicators:

- Models social work values, child welfare professional values, and PA child welfare practice model skills
- Demonstrates self-awareness and the ability to tune into self, especially as it pertains to the content and skills being taught/trained/coached
- Exhibits cultural awareness and responsiveness
- Demonstrates awareness of one's own strengths and challenges as they relate to delivery of training and consultation sessions and their interactions with others
- Demonstrates an ability to accept feedback and incorporate into their performance

Example Activities:

- Completes all necessary administrative tasks (e.g., returning materials and invoices accurately and on time)
- Maintains poise under stress and adapts to unanticipated interruptions or changes in the training/consultation session

Technology Knowledge and Skills:

Instructor possesses and demonstrates the knowledge and skills to operate the equipment and technology necessary to deliver the training or consultation session successfully and to communicate efficiently and effectively with the Resource Center, its stakeholders, and participants.



Behavioral Indicators:

- Proficiently operates audio/video equipment such as Television, LCD and Overhead projectors, and DVD and VHS players, as needed for a particular session
- Correctly operates standard training room equipment as needed for a particular session
- Is able to use the following as needed for a particular session: Windows Operating System; Microsoft Office products such as Word, Excel, PPT, Email; WebEx, GoToMeeting, and/or Skype
- Efficiently accesses the Internet including entering Website addresses and using search engines, as needed for a particular session
- After an orientation, correctly accesses and uses the Enterprise Management System or other unique technology specific to a curriculum
- Recognizes when to contact Help desk to request assistance, clearly communicate the issue, and work collaboratively to effectively resolve the issue.
- Understands and abides by the Resource Center's technology policies and procedures
- Competently explains and guides participants in their use of technology and/or equipment in a session, as needed

Example Activities:

- Checks required technology and/or equipment to ensure their efficient operation prior to a training or consultation session
- Provides direction to participants on how to use Poll Everywhere in a training session
- Responds to email communication from the Resource Center, its stakeholders, and participants