

Remote Training Etiquette

As you are aware and as a response to the COVID-19 pandemic, in March the Child Welfare Resource Center converted to all remote trainings in order to continue to meet the training needs of the child welfare workforce across the state. We recognize that this swift and unexpected transition to remote learning may have left training participants and agencies scrambling to ensure that everyone had everything that they needed to be fully engaged in these trainings. In addition, we recognize that this method of learning is different and sometimes comes with different challenges. Since the start of remote training, CWRC has been committed to monitoring these trainings through feedback from instructors, participants and moderators. Our goal is to ensure that all participants can fully benefit from the information provided during these training sessions. Based on feedback received, this appears to be an area that needs to be revisited and supported. As a result, below are some specific suggestions that we would like to see all training participants adhere to in order to maximize their training experience.

- Provide a quiet and private workspace where training participants are uninterrupted. If there are multiple participants taking the training from the same agency and are in the office together, we still recommend that each participant have their own space rather than being in a room together. It is best for participants to be signed in on their own devices for some of the activities.
- Please log in to all training sessions *30 minutes before* the scheduled start time whenever possible to ensure there are no technology problems to address.
- Ensure that participants have the appropriate technology. They must be able to engage in the training from a laptop, tablet, or Chromebook with a functional microphone and camera. Participants need to be able to log on to a device, **not their cell phone**, and have access to zoom.
- Participants should be fully engaged in the training, with their cameras on when possible. This allows for the trainer to see the non-verbal cues of participants and respond accordingly.
- Participants are required to be on camera for simulation-based training sessions. Please work with all participants **in advance** of simulation modules to ensure their full participation.
- Participants are required to conduct themselves professionally throughout the training sessions including actively looking at the computer screen, being mindful of their attire, being mindful of what can be seen on camera, reducing the amount of distractions in their learning environment, and managing personal situations during breaks and lunch.
- Participants must complete all pre-requisites in E-Learn prior to joining the Zoom session. Participants who do not complete the required pre-requisites will be asked to leave the Zoom session and reschedule.
- Advisors/Supervisors should meet with participants regarding their remote training experience to ensure their acquisition of knowledge, skills development and application to practice.