



## How to Best Support Your Worker's Learning Experience

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### Prior to Training:

1. Encourage workers to complete any required web-based training (WBT) prior to the start of class by:
  - a. Creating the time and space necessary for your workers to meaningfully participate in their web-based learning experience;
  - b. Treating WBT just like any classroom training (i.e., avoid interruptions, create quiet space to concentrate, provide caseload coverage).
2. Arrange with your workers for them to have their caseloads covered by a co-worker when they are in training. Encourage your workers to meet with the coverage person prior to their being away to inform them about what crises may arise on their cases while they are in training. In order for your workers to gain the knowledge and skills intended through training, they need to be fully present both physically and psychologically.
3. Encourage your workers to communicate with their families that they will be unavailable during training and letting the families know who to contact if an emergency should arise while they are away.
4. Explore with your workers what they hope to learn during training - ask how they hope participating in training will enhance their casework practices.

### During Training:

1. Whenever possible, avoid calling/emailing/texting your workers while they are in training by leaning into the person providing coverage for them instead.
2. Encourage your workers' full participation in their learning experience by expecting them to share what they learned when they return to the office with you and their team/unit.

### After Training:

1. Set aside time during supervision to ask your workers about their training experiences and explore with them what they learned.
2. Ask your workers how you can support them in applying their new knowledge and skills on their job and explore opportunities for them to actively apply their learning. Many new CWTS courses include a "Transfer of Learning Guide" aimed at providing helpful hints for learners to try as they apply what they learned in the classroom, in the field.
3. Support your workers by providing the space for them to re-connect with their caseload and giving them the time necessary to feel caught up from being gone.
4. Explore with your workers their next steps for learning. Ask, "Where do you grow from here?" Help your workers to identify other courses by visiting the training website <http://coloradocwts.com/> and creating a learning plan/path together.