



Protocol for Trainer Observation & Feedback Process

Supervisors are expected to observe the trainers in the classroom on a regular basis to monitor performance and assist with professional development. It is expected that supervisors will observe trainers that report to them in the classroom on a quarterly basis. However, it is encouraged that supervisors observe the trainers more frequently if their schedule permits.

Formal Observation and Feedback Process

Supervisors will utilize the Child Welfare Education & Training Partnership Trainer Observation Form (Long Form – see attached) when observing their direct staff on a quarterly basis (4 times a year). This form should be completed to provide trainers with detailed/ in-depth positive and constructive feedback on their overall performance. Upon completion of this form, it should be reviewed directly with the trainer within 10 business days of the scheduled observation. Trainers should be given written and/or electronic version of the completed form and a paper copy should be placed in the employee's file.

General Observation and Feedback Process

Supervisors will utilize the Observation Feedback Form (Short Form – see attached) when observing their direct staff as well as trainers not directly assigned to them. This form can be completed while observing any trainer in the act of training. This form is designed to give trainers immediate general feedback of your observation of their classroom performance, platform skills, delivery skills, etc. When utilizing this form, the feedback should be immediately following the training. The form should be shared with the trainer and sent electronically to the supervisor, if not a direct report, within 5 business days. If feedback cannot be given immediately following the training, the supervisor should complete the electronic version of the form and submit it to the trainer and their supervisor within five business days. The supervisor should solicit and welcome any feedback from the trainer upon their review of the feedback. The preferred practice for this feedback process is to give the feedback immediately and face-to-face. When face to face is not possible, Supervisors will use appropriate communication process to communicate the feedback with the trainer.

Indiana Child Welfare Education & Training Partnership

PARTNERSHIP TRAINER

Observation Tool

Name of Training Specialist:	
Title of Training:	
Date of Training:	
Day of Training Observation (Day 1, 2 or other):	
Location of Training:	
Observer:	

I. Plans Instructional Methods and Materials

A. Reviews course materials for content, exercises, media, sequencing, segues, etc.

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

B. Reviews learner/participant information in advance

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

C. Makes minor adjustments to curriculum to better meet needs of participants

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

Section I Average:

COMMENTS:

II. Prepares For Instruction

- A. Requests and confirms equipment, materials needed and furniture arrangement, at least one business day in advance

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

- B. Confirms or arranges logistics of training, at least one business day in advance

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

- C. Prepares site prior to arrival of participants

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

- D. Creates comfortable environment to maximize concentration

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

- E. Cleans up site before departing

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

Section II Average:

COMMENTS:

III. Trainer as Facilitator

A. Presents training concepts clearly

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

B. Facilitates the practice of new skills

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

C. Assesses participants' gain of knowledge

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

D. Provides appropriate feedback to the participants

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

E. Connects training concepts to child welfare practice principles

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

Section III Average:

COMMENTS:

IV. Establishes and Maintains Course Leader Credibility

A. Maintains professional appearance

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

B. Demonstrates mastery of the material

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

C. Facilitates and engages in constructive communication with participants and/or co-leaders

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

D. Projects a sense of confidence

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

E. Models respect and professionalism

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

F. Stays abreast of Child Welfare issues and practices

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

Section IV Average:

COMMENTS:

V. Stimulates and Sustains Learner Motivation and Engagement

A. Is flexible and selective in using appropriate delivery techniques

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

B. Involves participants in co-creating a safe, supportive, respectful, culturally inclusive learning atmosphere

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

C. Provides opportunities and strategies for participants to succeed

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

D. Manages group dynamics i.e., keeps the group on task, manages time appropriately, etc.

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

E. Assesses challenging participant/group dynamics and manages appropriately

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

F. Periodically assesses the climate of the learning environment

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

G. Uses activities that relate to content and takes into consideration various learning styles

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

H. Responds appropriately to different learning styles

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

Section V Average:

COMMENTS:

VI. Demonstrates Effective Communication Skills

A. Uses effective and appropriate verbal communication

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

B. Uses effective and appropriate nonverbal communication

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

C. Practices active listening

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

Section VI Average:

COMMENTS:

VII. Demonstrates Effective Delivery Skills

A. Demonstrates knowledge and application of adult learning theories

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

B. Demonstrates behaviors that facilitate adult learning and engages participants in discussions

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

C. Uses creative, stimulating real life experiences that are clearly connected to the topic

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

D. Knows and uses a variety of training methods to engage participants

1	2	3	4	5
Does not Meet Expectation				Exceeds Expectation

Section VII Average:

COMMENTS:

VIII. Demonstrates Effective Questioning Skills and Techniques

A. Strategically uses questions to enhance participants' knowledge and skills, while clearly connecting with practical experience

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

B. Practices active listening skills

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

Section VIII Average:

COMMENTS:

IX. Provides Appropriate Feedback to Participants

A. Responds appropriately to participants' questions and comments

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

B. Responds appropriately to participants' non verbal communication

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

C. Allots an appropriate amount of time for feedback

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

D. Uses the "parking lot" technique appropriately and responds in a timely manner to issues listed on the parking lot

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

Section IX Average:

COMMENTS:

X. Uses Media Effectively

A. Knows how to use equipment effectively

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

B. Uses materials (overhead transparencies, slides, computer programs, newsprint, etc.) in a coordinated, non-distracting way

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

C. Manages unexpected circumstances when using media

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

Section X Average:

COMMENTS:

XI. Overall Performance Evaluation

A. Participant evaluation: engages in conversation with each participant throughout the course of the training to assess his/her increased knowledge and/or skills

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

B. Self evaluation: trainer reviews participant feedback from the workshop evaluations and considers remarks for future workshops

1 2 3 4 5
Does not Meet Exceeds
Expectation Expectation

Section XI Average:

COMMENTS:

OBSERVATION FEEDBACK FORM

Please provide feedback by circling the appropriate number for each item, with 1 being the least and 5 being the most effective. If possible, offer specific examples and rationale for your ratings.

Trainer: _____ Observer: _____
 Date of Observation: _____ Training: _____

<u>Competency</u>	<u>Rating</u>	<u>Comments</u>
Knew Subject Area	1 2 3 4 5	
Well-Prepared & Organized	1 2 3 4 5	
Related Well to Group	1 2 3 4 5	
Gave Explanations & Examples	1 2 3 4 5	
Flow and Clarity of Presentation	1 2 3 4 5	
Gestures, Body Movement, Eye Contact	1 2 3 4 5	
Use of Training Tools	1 2 3 4 5	
Additional Comments:		
Developed by the Butler Institute for Families/University of Denver		