Bridging The Distance: Coaching for Excellence in Training

Asilomar 2007

Best Practices

- How to structure a training message
- How to incorporate theatre
  - Wardrobe
  - Actions
  - Voice
  - Props

Coaching

- Communication skills for presenters & trainers
- Tips for video communications & media interviews
- Feedback

Wardrobe

- Dress conservatively
  - Solid colors, no stripes
  - Minimum jewelry
  - Moderate makeup
- Glasses
- Props – look the part

Agenda

- Present for three minutes
- Self-evaluate
- Review with coach
- Present again, incorporating three refinements
  You are already good at presenting… let’s strive for great!

Actions

- Where to stand
  - Audience or camera
  - Lighting & visuals
- Movement
- Being interviewed onsite?
  - Look at the host

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Voice
- Enunciate
- Slow down, wait for lag
- Inflect
- Avoid noise
  - Papers
  - Ambient noise
  - Sound system feedback

Typical Equipment
- Polycom camera
- Switch box
- Plasma screen & speakers
- DVD/NHS

Props
- Remotes, computers, buttons
- Realia
- PowerPoint
  - Reading versus accentuating
  - Legibility & colors

Remotes

PowerPoint
- I know you can't read this but....
- One concept per visual
- <21 words per visual
- >24 point sans serif type
- About yourself

Basics
- Lesson plan
- Adult learning
- Play/humor

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Theatre & Technology

- Establishing the crew
- Setting the stage
- Casting the actors
- Costuming
- Sound
- Lights
- Rehearsals

Dress rehearsal

- Rehearse
- Evaluate the room

Resources

- American Society for Training and Development (ASTD). www.astd.org

Coaching Time

- Practice
- Perform
- Evaluate
- Perform

Mary M Rydesky

Mary M. Rydesky, M.S., MBA, has experience in for-profit, not-for-profit, voluntary, academic & tribal healthcare. She has operational, consulting & strategic backgrounds, specializing in healthcare systems, planning, operations, provider relations, electronic/technological systems management, & distance learning. Her perspective as a marketing professional has proven beneficial to clients where goals include sustainability through quality customer/patient satisfaction, communications, & procedural efficiency. She served on the faculty at UH Southwestern Medical School in Alaska at both graduate & undergraduate levels. She has worked for Alaska Pacific University & graduate of University of Texas, Southwestern Medical University, & Marymount Manhattan College, she is pursuing a Ph.D. in Health Services Administration.

While serving in Alaska's tribal healthcare system, Ms. Rydesky developed the Distance Learning Network from the grant funding stage through product delivery. The DLN offered the first basic training for Community Health Aides in 2007 & now features 125+ courses. As CEO - C.O.O. Ms. Rydesky also manages technologies such as telemedicine, telecommunications, & related systems to facilitate patient care & clinic management for Eastern Aleutian Tribes.

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