Co-Trainer Guide

Town Hall Meeting: Managing Challenging Behavior
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November 19, 2015
6:45 PM - 9:15 PM

Co-Trainer Quick Guidelines:

- Read through this entire guide before the evening's videoconference.
- Attend the Co-trainer webinar to take place Tuesday, November 17, 2015 from 1-2PM.
- Verify that you have received all necessary materials. If anything is missing, call our office at (518) 442-6575 immediately and we will ship them to you. This will ensure that you and all materials are ready for the training.
- Make sure all equipment is working properly before the evening's videoconference.
- Follow all policies and procedures as outlined in this guide.
- If you have any questions regarding any portion of the videoconference training or the on-site activities, call the ECETP prior to the training at (518) 442-6575.
- Please note our phone number and mailing address have changed. The new phone number is (518) 442-6575. The new address is 4 Tower Place, 4th Floor Albany, NY 12203

Please remind providers to “like” us on Facebook so they can receive program updates about the Early Childhood Education and Training Program.

Please fax or phone in participant questions during the video conference:
Fax: 518-472-5900
Phone: 518-408-4821
Moderator: Colleen Faragon

Expert on Tape:
Jennifer Birckmayer

Ms. Birckmayer is a former Senior Extension Associate with the Department of Human Development at Cornell University. She is a child care trainer, consultant and author of several books and training curricula for child care providers. She has worked directly with children, staff and parents in a variety of early childhood settings including Head Start, pre-kindergarten, migrant programs and family and group family child care.

Agenda
6:45 PM – 9:15 PM

(All times in italics are approximate)

6:30-6:45 Seating and on-site registration

7:00 Broadcast: Open

7:05 Segment 1: Introduction & Principle 1

Broadcast: During this segment Ms. Birckmayer will introduce herself and her work “Discipline in Not a Dirty Word” (DINADW). She will explain why she uses the term discipline, and describe different parenting styles. She will also introduce Principle 1 from DINADW–change “don’t” to “do”.

On-site: During this activity session participants will change each negative direction on the activity sheet to a positive one.

7:30 Segment 2: Activity Review & Principles 2 & 3

Broadcast: During this segment Ms. Birckmayer will field responses to the activity from the town hall meeting audience. She will discuss Principle 2–protecting and nurturing children’s feelings of being lovable and capable (IALAC). She will also introduce Principle 3–offering children choices.

On-Site: During this segment, participants will formulate an appropriate choice they could give a child at different ages.

8:00 Segment 3: Activity Review & Principle 4

Broadcast: During this segment Ms. Birckmayer will field responses to the activity from the town hall meeting audience. She will also describe Principle 4–changing the environment.

On-site: During this activity session participants will discuss ways they create an interesting environment for the children in their program with others at their site.

8:30 Segment 4: Activity Review & Principles 5, 6 & 7
Broadcast: During this segment Ms. Birckmayer will field responses about environments from the town hall meeting audience. She will also explain Principle 5—working with children, Principle 6—giving children firm limits, and Principle 7—setting a good example.

9:00-9:15 Segment 5: Test and Wrap-Up

Broadcast: During this segment there will be a one-minute countdown clock until the test begins. Each test question and 3 answer choices will appear on the screen and be read by a narrator. After all ten questions and answer choices have been read, the entire sequence will be repeated.

On-Site: During this segment, participants will complete the 10-question test and return it to the Co-trainer.

On-site: Welcome, seating and formulating questions

1. Objectives:
   As a result of this activity, participants will:
   a) identify their expectations for tonight's training;
   b) formulate questions for the panelists; and
   c) receive all Participant Materials including the test.

2. Time:
   15 minutes

3. Materials:
   Participant Materials
   Questions I Have form
   Evaluation (you may distribute this with all other materials or wait until the conclusion of the training)
   Test - The information at the top of the test sheet will be filled in by each participant. Please remind participants that it is important to include the complete name and address, and to write or print the information clearly, using a pencil.

4. Directions for Activity:
   a) Welcome participants. While checking in participants, using the prepared registration list, ask them to review their handout materials. Point out any additional resources that you may have brought to the training.
   b) As the training begins, introduce yourself and tell participants something about your background or experience as it relates to the topic. Relate any housekeeping details (location of bathrooms, telephone, refreshments, etc.) and “house rules” (smoking areas, clean-up duties or other expectations).
   c) Put the following into your own words:
      “Good evening and welcome to tonight's videoconference training, 'Town Hall Meeting: Managing Challenging Behavior'. What expectations do you have for tonight's training? What do you hope to learn?"
   d) Record participant's expectations on a flip chart or wipe-off board.
   e) Put the following into your own words:
“It is important to us that tonight’s training answer as many of your questions as possible. Take the next few minutes to formulate a question based on your expectations for tonight’s training. We’ll fax your questions to the panel to be answered throughout the training.”

f) Select an expectation from the list and demonstrate how it can be turned into a question. For example,

I. **Expectation:** I want to know more about using consequences with children as a tool to help manage challenging behavior.

II. **Question:** What is the difference between a natural consequence and a logical consequence?

III. **Expectation:** I want to learn more about the use of time out as a way to manage challenging behavior.

IV. **Question:** What are your thoughts on the use of time out as an acceptable tool to use when trying to manage challenging behavior?

5. **Activity Wrap-up and Suggested Transition Statement:**

Put the following into your own words:

“If your question is not answered tonight, someone from the Early Childhood Education and Training Program will follow up with a response so please remember to include your name and a phone number or e-mail address where you can be reached.”

6. **FAX your questions to the panel using the following FAX number:**

518-472-5900

Please make sure FAX questions are written in INK or they might not be received clearly.

**Broadcast: Segment 1: Introduction and Principle 1**

This segment will focus on:

- introducing Ms. Birckmayer and her work “Discipline is Not A Dirty Word” (DINADW);
- explaining why Ms. Birckmayer choses to use the term discipline;
- discussing self-control;
- describing the different parenting styles using a clothesline demonstration; and
- introducing Principle 1 from DINADW—change “don’t” to “do”.

**On-site: Change “Don’t” to “Do”**

1. **Objectives:**
   
   As a result of this activity, participants will:
   
   - think about negative language that is commonly used with children; and
   - change the negative language to something positive.

2. **Materials:**

   Activity sheet-Change “Don’t” to “Do”
Pen/pencil

3. **Time:**
   
   10 minutes

4. **Directions for Activity:**
   a) Read each of the 4 negative direction examples (“Don’t run”; “Don’t hit”; “Don’t bite him”; and “Don’t spit at me”) listed on the activity sheet titled “Change ‘Don’t’ into ‘Do’”.
   
   b) Think about how each of these negative directions could be changed to a positive one.
   
   c) Write down the positive directions in the spaces provided on the activity sheet.
   
   d) If there is time, discuss your answers with the others in your group.
   
   e) Write down some other ideas shared with you by others in your group.

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**Broadcast: Segment 2: Activity Review and Principles 2 & 3**

This segment will focus on:
- reviewing the town hall meeting audience responses to the statements listed on the activity sheet;
- explaining Principle 2 from DINADW– protecting and nurturing children’s feelings of being lovable and capable (IALAC); and
- introducing Principle 3 from DINADW–offering children choices

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**On-site: Choices**

1. **Objectives:**
   
   As a result of this activity, participants will:
   - think about appropriate choices to give children; and
   - determine appropriate choices they could give to children at different ages (birth-8 years).

2. **Materials:**
   
   Activity sheet- Choices
   
   Pen/pencil

3. **Time:**
   
   10 minutes

4. **Directions for Activity:**
   a) Review each of the age groups listed on the activity sheet titled “Choices”.
   
   b) Think about an appropriate choice that could be given to a child at each of the ages.
   
   c) Write that choice on the activity sheet in the space provided.
   
   d) If there is time, discuss your answers with the others in your group.

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**Broadcast: Segment 3: Activity Review & Principle 4**

This segment will focus on:
- reviewing the town hall meeting audience responses to choices they could give children at the ages listed on the activity sheet; and
- introducing Principle 4 from DINADW—changing the environment.

### On-site: Environment Discussion

1. **Objectives:**
   
   As a result of this activity, participants will:
   
   - think about different creative environments they have seen or used in child care settings;
   - share these ideas with others; and
   - write down any new ideas they would like to try in their own program.

2. **Materials:**
   
   None

3. **Time:**
   
   5 minutes

4. **Directions for Activity:**
   
   a) Think about different successful environments used or seen in child care settings.
   
   b) Discuss these ideas with others in the group.
   
   c) Write down new ideas you would like to try on one of the other activity sheets.

### Broadcast: Segment 4: Activity Review & Principles 5, 6 & 7

This segment will focus on:

- reviewing the town hall meeting audience responses to different environments they've seen or used;
- explaining Principle 5 from DINADW—working with children;
- describing Principle 6 from DINADW—giving children firm limits; and
- demonstrating Principle 7 from DINADW—setting a good example—through the use of recreating the story “Caps for Sale”.

### Broadcast: Segment 5: Test

The test segment of the video will begin 1 minute after the training has ended. Participants should have their test sheet and pen or pencil ready. If participants have completed their test before the video begins, they may hand in their test sheet and evaluation and leave. Remind participants to leave quietly so that those who are watching the video are not disturbed.

   a) Questions will be shown and read aloud on the video screen and repeated a second time.

### On-site: Training Wrap-up

1. **Objectives:**
As a result of this activity, participants will be able to:

a) complete and turn in the written test; and
b) complete and turn in the evaluation form.

2. Time:
   15 minutes

3. Materials:
   Written tests and evaluation forms

4. Directions for Activity:
   a) Collect the test sheets from participants.
   b) Remind participants to sign the attestation statement on the test sheet.
   c) Ask each participant to complete an evaluation form.

5. Suggested Closing Statement:
   Put the following into your own words:

   “Thank you for your participation in tonight’s training. I hope that this session has provided you with tools you can use to manage challenging behaviors in your child care program. Have a good evening.”

***When providers are completing the Participant Reaction Questionnaire at the end of the Videoconference and it refers to “Trainer(s)/Presenter(s)” please be sure participants are answering these questions about the live guests on set of the training, not the Co-trainers at their training site.

Policies and Procedures

As a videoconference Co-trainer, you play an important role in the success of this training. Co-trainers must maintain a professional and supportive atmosphere for the training to be a valuable experience for each individual in attendance.

For each videoconference training, Co-trainers must prepare in advance by:

- reviewing the Co-trainer guide;
- attending the Co-trainer webinar;
- checking to be sure there are enough materials for each registered participant and contacting the Early Childhood Education and Training Program if anything is missing;
- gathering any additional materials/resources to enhance the on-site activities and discussion opportunities;
• bringing a copy of the New York State Office of Children and Family Services Regulations for Day Care Centers (418), Family Day Care Homes (417), Group Family Day Care Homes (416) and School-age Child Care (414).

The new regulations can be found on line at www.ocfs.ny.gov.

**Registration Policy**

Licensed and registered child care providers receive a brochure from the Early Childhood Education and Training Program listing videoconference training opportunities for the 2015 calendar year.

Participants may register via mail, fax or online at www.ecetp.albany.edu. The Early Childhood Education and Training Program cannot accept registration over the telephone.

Registration deadline is two (2) weeks prior to the videoconference training.

Participants will receive a confirmation letter with a site address or a declination letter indicating they have been placed on a waiting list.

If a registered participant is unable to attend the training, the Early Childhood Education and Training Program asks that they call us directly to cancel. Following the cancellation, we will contact the declined participants.

**Roster Policy**

The Early Childhood Education and Training Program will provide a roster of participants for each training based on the confirmation and declination list. The roster will be included as part of the videoconference mailing and will be placed in the Co-trainer packet. Each participant must sign the roster in order to receive a certificate by mail upon successful completion of the post-test. Each page of the roster must be signed by the Co-trainer where indicated to certify that it is an accurate reflection of attendance. Please keep a copy of the roster for your records, in case there are any questions about attendance.

As part of the Co-trainer agreement, the roster must be completed accurately and returned to the Early Childhood Education and Training Program.

**Seating Policy**

Participants must arrive at the training site no later than 6:45 P.M. The broadcast portion of the videoconference begins at 6:55 P.M. and concludes at 9:15 P.M. Seating is limited and seats will not be reserved for participants arriving later than 6:45 P.M.

Depending on the size of the training space, you may be able to accommodate declined and walk-in participants. This decision is up to each individual site.

Using the roster, seat all registered and confirmed participants first. Ask all others to wait.

Second, seat participants who are listed on the “declination list” only if you have enough room to accommodate them.

Finally, seat any walk-in participants and ask them to fill out all of the necessary information on the walk-in registration form that is included in the Co-trainer packet only if you have enough room to accommodate them. The walk-in registration form must be returned to the Early Childhood Education and Training Program.

**Certificate Policy**

Videoconference training is an adult learning experience designed to help child care providers fulfill the training requirements of the New York State Office of Children and Family Services regulations.

The expectation of an adult training session is that a participant will be actively engaged in the broadcast, and the on-site activities and discussions.
At each training site, attendees will take a written test, consisting of ten questions, at the conclusion of the training video. The questions on the test sheet will also be read aloud and will be on the screen while being read. The completed test sheet must be signed by the attendee in the space indicated and returned to the Co-trainer. The tests will be submitted to ECETP by the Co-trainer for grading. A passing score of 70% is required. Those who pass the test successfully will be issued a certificate by mail. Those who do not pass the test will be notified by mail. If the participant fails to sign both the test and the roster, no certificate will be issued. Because the test is designed to confirm the provider’s knowledge of the material covered in that particular videoconference, there will be no re-testing.

**Cheating Policy**

It is the responsibility of the Co-trainer to ensure that an adult learning environment is maintained at all times throughout the videoconference. As a result, all written tests should be completed independently without giving or receiving any assistance as stated by the Attestation Statement on the back of the test.

If at any time the Co-trainer observes that a participant’s work is not their own, the Co-trainer must collect the participant’s exam and the participant should be informed that they will not be receiving credit for the Early Childhood Education and Training Program’s videoconference.

**Faxing and Phoning Questions to the Panel Policy**

Using the “Questions I Have” form provided by the Early Childhood Education and Training Program, Co-trainers may assist participants in formulating questions to ask the panel during the broadcast.

In order for a participant’s question to be answered on-air, the “Questions I Have” form must by completed with the participant’s name, site number/location and a daytime telephone number.

Co-trainers must screen questions for professionalism and/or regulatory issues. The Co-trainer must address lack of professionalism and/or regulatory issues immediately.

**Children Attending Training Policy**

Videoconference training is an adult learning experience; due to the sensitive nature of some of the topics, children are not permitted.

**Inclement Weather Policy**

The policy of the Early Childhood Education and Training Program is to conduct the videoconference trainings as scheduled, regardless of inclement weather. It is at your discretion, as a Co-trainer, to continue as scheduled or to cancel due to the weather in your area.

If you choose to cancel, immediately contact the Early Childhood Education and Training Program at (518)442-6575. Then, using your registration roster, contact registered participants by phone to inform them of the cancellation.

Contact the Early Childhood Education and Training Program, the next day, to reschedule the training.

**Webcast**

In an effort to provide child care providers with high quality training the 2015 videoconference training series will be presented to you via internet webcasting as opposed to satellite broadcasting. In order to participate via webcast, satellite equipment will NO longer be necessary to participate in videoconferences, instead you WILL need ONE of the following:
• A computer with access to the internet, a projector and speakers; or
• An HDTV that can be hooked up to a computer with internet access; or
• A smart board with internet access.

Night of:

For the night of the broadcast you will need to use a link below. This link will also be sent to you by Kathleen Sanford in an email prior to the videoconference. Be sure to click on the webcasting link that was sent to you prior to the training. This will help to ensure the link is entered correctly. If you enter the link manually it may not work correctly.

Please note: This link will not be live until 6:15PM the night of the training, November 19, 2015.
http://videoconference.pdp.albany.edu/

• If you have any questions, please feel free to contact Kathleen Sanford at 518-442-6549.

Technical Policy

If you are experiencing technical difficulties on the night of the broadcast please refer to the troubleshooting guide sent to you by Kathleen Sanford.

If you are experiencing technical difficulties on the night of the broadcast and are at a site that has a media or technical services representative, please use their expertise.

If you are experiencing technical difficulties on the night of the broadcast and are at a site that does NOT have a media or technical services representative, please contact the Early Childhood Education and Training Program at 518-408-3400 or 518-474-2424.

After you have contacted the Early Childhood Education and Training Program and the technical problem cannot be remedied:

1. Send participants home and let them know they will be contacted with an alternate training date.
2. Contact Kathleen Sanford at 518-442-6549 the next day to report the technical problems and reschedule. The Early Childhood Education and Training Program will assist with technical issues and send a DVD of the broadcast for the rescheduled training.

Conducting training using the handout materials is not an acceptable form of training.

***Failure to comply with any of these policies may result in non-payment to the agency and/or individual.