

PLTG Meeting – May 8, 2009

Call to Order

Meeting called to order at 9:30am by Carol Gerber. The meeting was held at the office of Paul Hastings.

A special thanks to everyone who made this meeting possible.

Thanks especially to Paul Hastings for hosting twice this year.

Membership Renewal

Thanks to all who have already sent in checks. If you are not one of those persons, please forward your membership dues as soon as you can. You can also join from our website, PLTG.org.

June Meeting

The topic for this meeting will be Training on the Cheap. The meeting will be held at Orrick, Herrington & Sutcliffe LLP at 666 5th Avenue, Second Floor. This is a working meeting. Come with ideas on how to train on the cheap. The winning idea will be presented at the ILTA meeting. Also, voting on the By-Laws will occur. Carol has sets of comparisons if you wish to see what changes have been made.

Treasurer's Report

Our current balance is \$11,313.05. We will be using this for our website improvements, paying for breakfast at our meetings and our social events throughout the year.

Vendor's Spotlight

Stacy Gittleman and Jeffrey Roach presented first this morning. They have been working together for 20 years and are currently working at [Encore Tech](#). This firm will support extra training needs for roll-outs and other mass projects for your firm. They provide the highest quality teaching and information.

When you change applications, part of your ideas are to allow the regular employee to get out of their usual routine with the idea that training can be fun and educational.

Recently, they have been documenting e-learning in order to keep up with the changing environment and the lesser amount of time people are allowed to be in class. Captivate is their main application for creating these short videos.

Roberta Gelb and Paul Nachowitz from [Chelsea Office Systems](#) spoke next. Roberta started on the IBM MagCard and has gone through every transition. ("If you've learned the 5520, you have suffered a great deal.") They now have a client moving from WordPerfect to Word. Imagine how attached they are to WordPerfect they are.

Chelsea Office Systems provides training. Roberta loves the training process. When you only look at training, you can miss the boat. When people are in the position of training they don't focus on what it does. They have measured the effectiveness of people who

use the system the way it is supposed to be used and those who do not use it as it should be used. Previously the economic situation did not enforce attorneys to learn effective use of the applications. At this time, the economics of business has sparked an interest in learning the applications in order to use them more effectively.

Articles about measuring the productivity are available if you wish on Chelsea Office Systems's website. Roberta also had an article published recently in Law Technology News: http://www.lawtechnews.com/r5/showkiosk.asp?listing_id=3184869

Meeting Topic: You are How You Train: Identity's Impact on Training Style and Content - Mara Gottlieb

Dennis Holly introduced Mara and noted that she was recently voted most inspirational instructor at their school at NYU; she has a Magna Cum Laude from Brown University and a Masters in Social Work. She has developed a wide variety of training curricula. Spoken at Hunter and Carnegie Mellon Universities. She is one of the most passionate, devoted and inspirational speakers. She creates a rapport in her classes that can be recognized by her classes.

You are How You Train. Mara is here today and is excited to be presenting this to our group. She has been working with diversity since 1993 and as she works on her PhD she understands how people feel when they take away something of value.

Today's training is a hybrid. It attempts to maximize an environment where people can learn in safety and that is fun. A variety of learning styles is important to reach as many people as possible.

What matters is: Are you aware of the way your identity affects what you are conveying in your classroom. What makes up the various identities that you carry and how do they play out when you are in front of a class.

Program Objectives

- How identity impacts training content
- Examine the benefits of self-awareness
- Explore opportunities for increased safety and participation

The payoff for this is engagement. People are receptive if they feel safe; return attendance; more acceptance to the change that is taking place.

The Consciousness Matrix

- Competence: I know that I know (conscious) or I don't know that I know (unconscious); or
- Incompetence: I know that I don't know (conscious) or I don't know that I don't know (unconscious).

Discussion

Room exercise – view a slide and describe what you see;

The first slide displayed, a picture of women and men of different nationalities dressed casually;

We don't see reality as it is; we see reality as we are

This may create a stereotype that affects how we treat people and what we expect; this can close us off to those who are not like us.

There is also the danger of presumption – I used to be a _____ and I know what your function is.

Self-Awareness

What are the visible and invisible identities we carry; what is our privilege (racial, physical abilities, sexual orientation, class, etc.); our power or the lack thereof.

How we engage others comes from how we understand ourselves.

Class exercise on self-identity; list characteristics about yourself and how that can affect the way you are perceived and perceive others.

Learning Styles

- Auditory
- Visual
- Kinesthetic/Experiential – tactile and/or active
- Musical/Rhythmic

Can you push out of your comfort zone to become a more effective trainer?

Visible/Invisible Disabilities

- Pay attention to participants
- Encourage those with sight difficulties to move to the front
- Work with those physically disabled in case they need to move
- Be sure all participants are able to hear and understand you.

Be sure everyone understands your terminology.

Humor

- Friend or Foe
- Feelings are like Invisible Toes
- Use the Relative/Spouse Test (could you tell the joke to your family or spouse?)

Humor need never be at anyone's expense.

Never miss an opportunity to keep your mouth shut.

Trainer's Tool Kit

- Koosh/Stress Balls
- Post-it newsprint
- Colored pens
- Paper in bright colors
- Name tags
- Prizes
- Timer/stopwatch

If you make it fun and you make it safe the rest will take care of itself.

Q&A:

If you are in a situation where people do not feel safe in your room, what can you do to improve the condition?

Use feedback or evaluation forms and be specific in your request for information. Ask about the style of the trainer and the content of the class. Use anonymity to ensure a feeling of safety. Check in with the group to see if they were doing OK.

How to manage a situation where a trainee will appear with their supervisor.

This is a perfect example of a situation where it would be beneficial to break up into smaller groups. Also, the senior person may not be at the same level of his subordinate. Assure everyone that this class is individually based.

Closing Comments:

Thanks to Mara, Paul Hastings and everyone for attending. Thanks also for those who have sent in their membership dues. See you next month.