Leading with Innovation

NIC Virtual Conference November 9, 2016



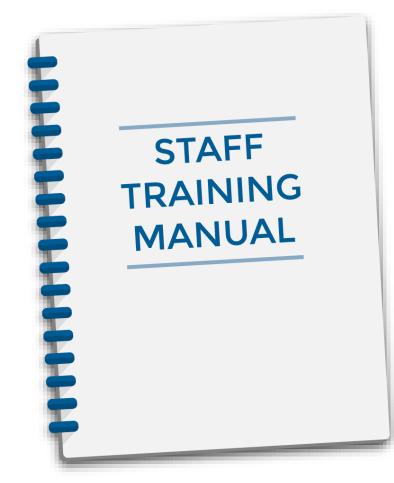
Training New Hires for Success



Glynis Eaton

- Supervising Probation Officer
- Western District of North Carolina

New Training Program?



Training Methods - Trial By Fire

- Problems
 - Too much in too little time
 - P & P have multiplied and "training days" have not
 - New hires lack confidence
 - Takes too long to learn all needed skills
 - Major mistakes made well into first and second year on the job

Training Methods - Mentoring









Training Methods - Mentoring (cont.)

- Problems
 - Overwhelming to the trainer
 - No additional benefits or compensation
 - Lack of consistency between mentors
 - Creates inconsistent training
 - Mentors not always available
 - Burnout

Training Methods - Academies

- Problems
 - Tend to teach general P & P
 - Focus is on safety/firearms/defensive tactics
 - Waiting period for academy dates
 - Local practices vary
 - Teaching to the masses



New Method



Field Training Officer Program



U.S. Probation and Pretrial Services Office Western District of North Carolina

Field Training Officer Program (cont.)

 History Manual esearch development corrections Jew hecklist **ng**ideas police application application designstand Succes uestions innovation ommittee

FTO Method

- Academy = basic P&P
- FTO= where you learn how to do the job
- Formal program
- Specific time frame
- Safe learning environment
- Hands on learning



FTO Learning Environment

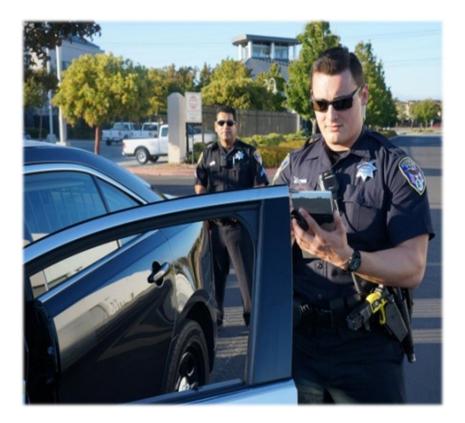
• Why it works?





Create a Watch, Learn, Do Environment

- No responsibilities for training for 30 days
- Teach model to trainers



Formalizing the Program

- Establish a set time frame for your new hire training program
- Determine essential tasks
- Break down each task
- Create a manual

Determine Essential Tasks

Post Conviction Supervision FTO Checklist **Supervision FTO is responsible for Pretrial Supervision and Post Conviction S

Topic #	Topic/Function	Policy/Manual (Location)	Designated Trainer	Date Topic/ Function Accomplished	Traince's Initials	FT Trair Initi
1	Pre-Release Investigations *See Task Sheet *	Guide Vol. 8 Pt. E, Chapter 6 Supervision Manual: Sections 3.1 - 3.4				
	Opening Cases See Task Sheet *	Guide, Vol. 8, Pt. E, Chapter 6 Supervision Manual: Sections 4.2				
	e Planning e Task Sheet *	 Guide, Vol. 8, Pt. E, Chapter 6 Supervision Manual: Sections 4.4 PACTS Version 5.6.4 Post Conviction User Guide 				
Field Work and Travel Day Policy		Supervision Manual: Section 4.6				
Home Inspections *See Task Sheet *		Supervision Manual: Section 4.7				

Break Down Each Task



TASK: Home Inspection

POLICY (Section):

(Note: Designate National and District policy section)

District Supervision Manual: Section

- A home inspection is to be cond of the case being received on act current residence was completed home inspection is not required the offender must be made within
- A home inspection is also to be residence and the offender's address

TACTICS/PROCEDURE:

 A home inspection includes a p and any other areas or structures or control. Officers should iden view observation for evidence may also review documentation bill to verify ownership/occupan consider any other family pro government and any other situati

DOCUMENTATION:

 The chronological entry should of the residence, including the officer determines the informati home by name, age, and their i physical problems, criminal hist

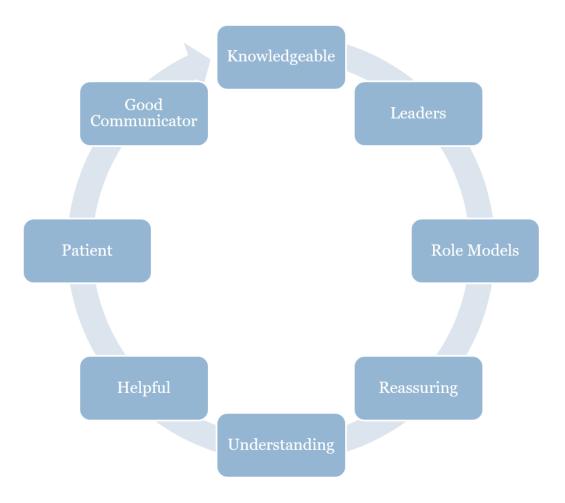
Create a Manual

- Checklist
- Task Sheets
- Policies and Specifications

Select Qualified Trainers



Create Trainer Specifications



Formal Lines of Communication



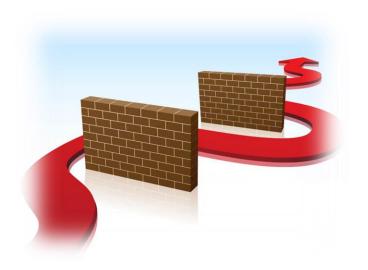
Reward Your Trainers

- Succession Planning
- Temporary Pay Increase
- Reduced Responsibilities



Implementation Obstacles

- Development Delays
- Focused Mission
- Work Realignment
- Insist on Key Ingredients



Key Ingredients

- No assignments for the trainee for first 30 days
- Focus on essential tasks
- Design your program for both the trainee and the trainer



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Long Term Success

- Surveys
- Program Evaluation
- Training Coordinator



Signs of a Successful Training Program



STAKE





