

AARP Driver Safety Program



National Training Summit

July 8 & 9, 2010
AARP National Office
Washington, DC



National Training Summit Goals

At the conclusion of the National Training Summit participants will:

1. Understand the overall DSP Comprehensive Training System and where Instructor Training fits.
2. Understand the history, purpose, benefits and what the new Instructor Training System is.
3. Be thoroughly familiar and oriented to the:
 - Updated forms/applications/profile
 - Updated position descriptions
 - *Introduction and Policy Guide*
 - *Instructor Candidate Training Guide*
 - *Trainers Guide*
 - Sections of the *Leadership Training & Policy Guide*

National Training Summit Goals

4. Have completely reviewed and discussed the *Trainers Guide* with special attention to:
 - Being an Effective AARP Driver Safety Program Trainer (Chapter 2)
 - How to conduct the DSP Instructor Course (Chapter 3)
 - How to Evaluate Practice Teaching (Chapter 4)
 - AARP DSP Instructor Course Outline and Lessons (Chapter 5)
5. Understand:
 - How to conduct the DSP Interview and Orientation.
 - What and how to provide Instructor Candidates with DSP administrative information, procedures and forms.
 - How to provide Instructor Candidates information on characteristics of a being good instructor, adult learning and course management.
 - What and how to provide Instructor Candidates with state-specific information.
 - What documents have been changed, deleted or updated.
 - How to conduct training/orientations for current SC, ZC, DC, Trainers and Mentors in state based face-to-face meetings or conference calls.
 - How to conduct training for new Trainers and CT.
 - How national DSP plans to evaluate the new system.

Agenda

- Where and how the new Instructor Training System fits
- History, purpose, and benefits of the new Instructor Training System
- Updated forms
- Updated position descriptions
- *Introduction and Policy Guide*
- DSP Orientation
- *Trainers Guide*
- *Instructor Candidate Training Guide*
- Instructor course
- How to conduct state based trainings
- Plans to evaluate the new System



Take aways

- 7 new guides
- Agendas/outlines for training/orienting current SC, ZC, DC, Trainers and Mentors in state based face-to-face or conference calls meetings.
- Q&As
- What documents have been changed, updated, and deleted
- Talking points/PowerPoint slides to support DSP Orientation (coming soon)
- Talking points/PowerPoint slides to support local state trainings
- National Training Summit slide handout



Comprehensive Training System – The Solution

Purpose:

Working in partnership with the volunteers, the National Office moved forward on the development of a new comprehensive nationally standardized training system for its 9,000 volunteers to include a training process and material for all positions within the AARP Driver Safety Program volunteer structure.

Goal:

The goal of the new Comprehensive Training System is to provide quality training in order to develop first-rate and high performing volunteers that enjoy volunteering with AARP. The system will also encourage volunteers to want to move up through the Driver Safety Program volunteer structure. This is a first time the program will have a comprehensive training system.

Comprehensive Training System – Development Process

- The development process for the comprehensive training system was anchored by the work of two Task Forces: one for the Instructor training segment and another the for leadership segment.
- The **Instructor Training System Development Task Force** was charged with developing a system that is nationally standardize but flexible enough to meet individual state needs/requirements that would improve the quality of training new Instructors.
- The **Regional Coordinator Task Force** was charged with revising (and expanding) the Coordinators Handbook.
- Material developed by both Task Forces was reviewed by other DSP volunteers, DSP staff, several AARP departments and an internal and external Editor.

Introducing The Products In The New Comprehensive Training System

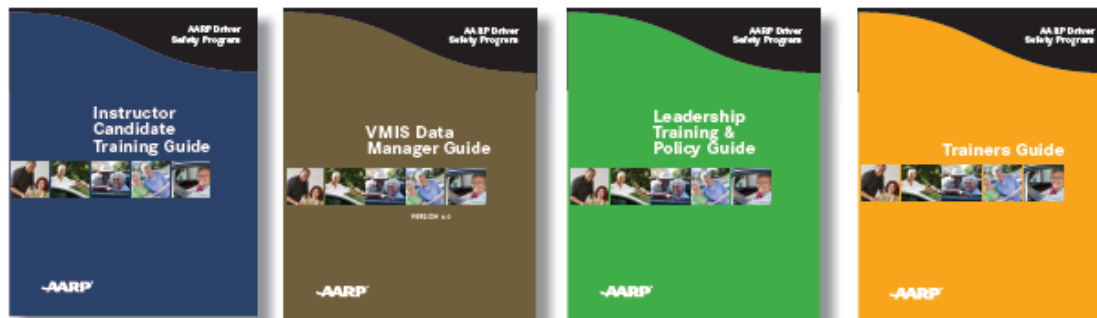
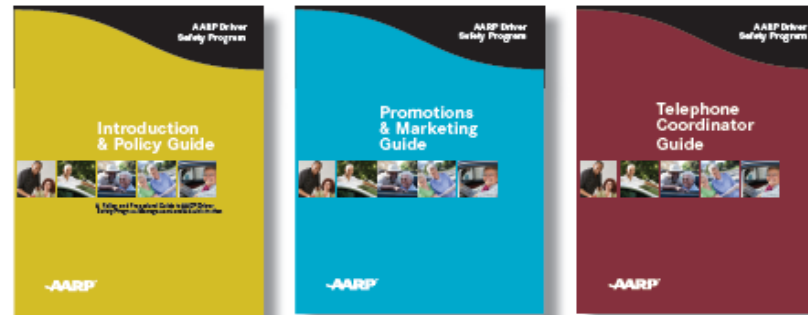
➤ There are seven training guides in the new system. All are stocked in Fulfillment (some are restricted). PDF versions will be placed on VolunteerNet (www.aarpvolunteers.com), so volunteers can save the files and/or download items at their convenience.

- Leadership Training & Policy Guide
- Introduction & Policy Guide
- Instructor Candidate Training Guide
- Trainers Guide
- Promotions & Marketing Guide
- Telephone Coordinator Guide
- VMIS Data Manager Guide

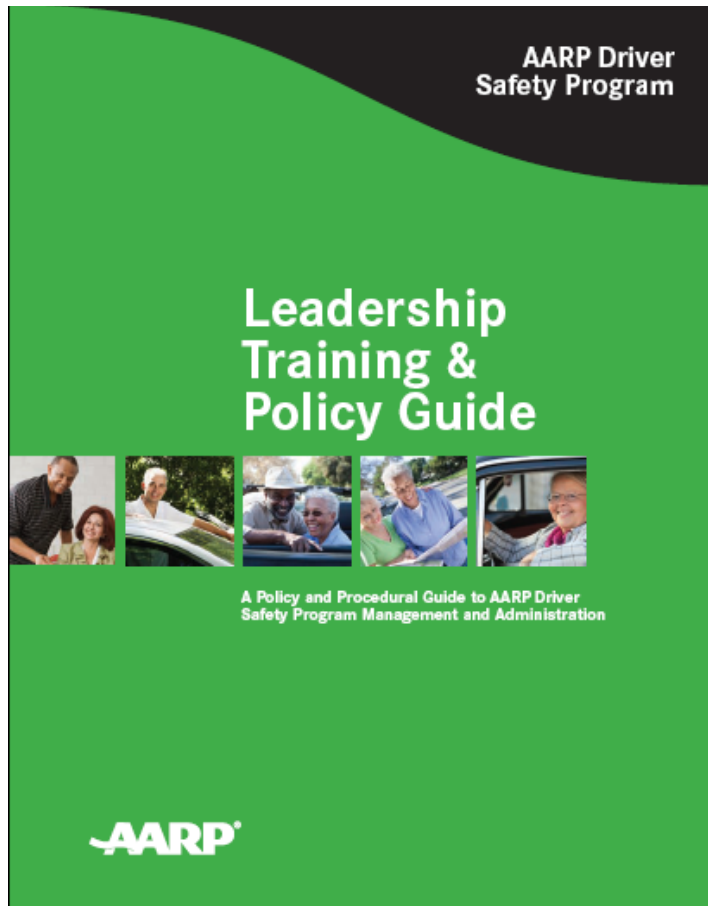


Comprehensive Training System

AARP Driver Safety Program

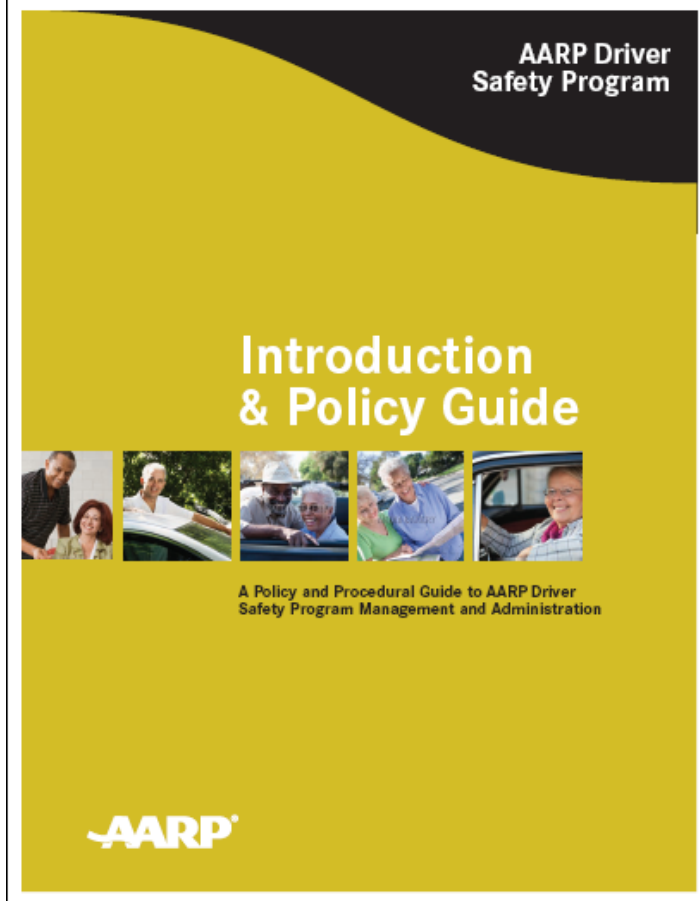


Leadership Training & Policy Guide



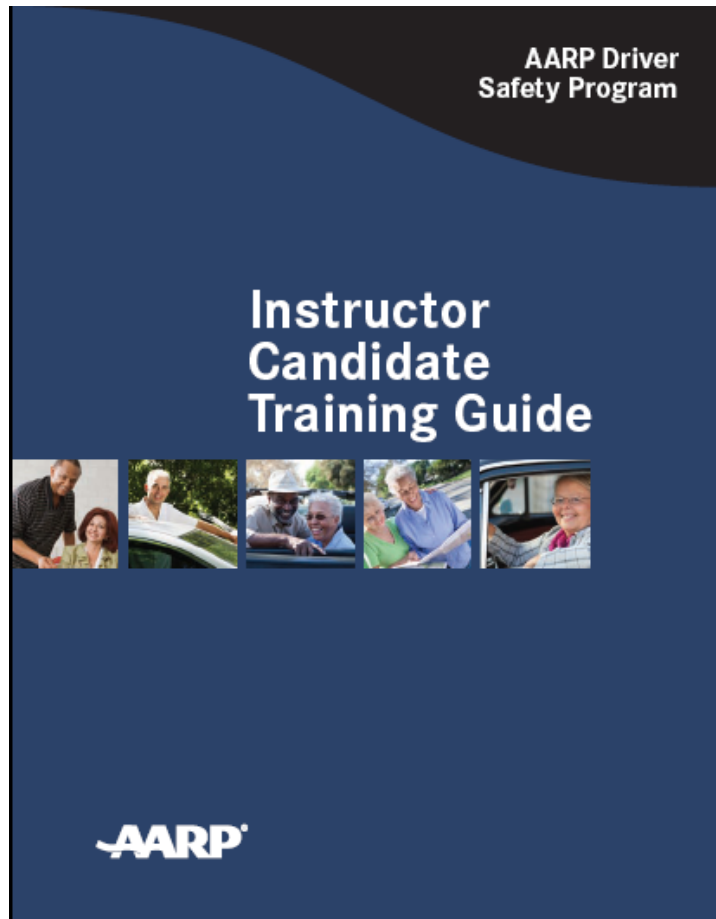
- **Audience:** Volunteers above the Instructor level
- **Used By:** Regional, State and Deputy State Coordinators, Zone Coordinators, Chief Trainers and Trainers
- **How To Use:** When training leadership volunteers
- **Replaced:** Coordinators Handbook (D852)
- **Content Highlight**
 - Volunteer Leadership and Management
 - Leadership requirements and functions
 - Training process for new Instructors
 - Training process for leadership positions
 - Recruitment, retention and recognition
 - Meeting and workshop management
 - Every volunteer position description
 - Sample forms
- **Fulfillment:** Restricted item and posted on VolunteerNet

Introduction & Policy Guide



- **Audience:** All DSP volunteers
- **Used By:** District Coordinators Instructor Mentors and Trainers
- **How To Use:** During the DSP orientation
- **Replaced:** Instructor Candidate Orientation Administrative Packet (D16482) and Administrative Requirements (D12519)
- **Content Highlight**
 - AARP history and structure
 - DSP general information and structure
 - Instructor administrative information
 - Program administration, policies and procedures
 - Program guidelines
 - Working with Hosts
 - Sample forms
- **Fulfillment:** Restricted item and posted on VolunteerNet

Instructor Candidate Training Guide



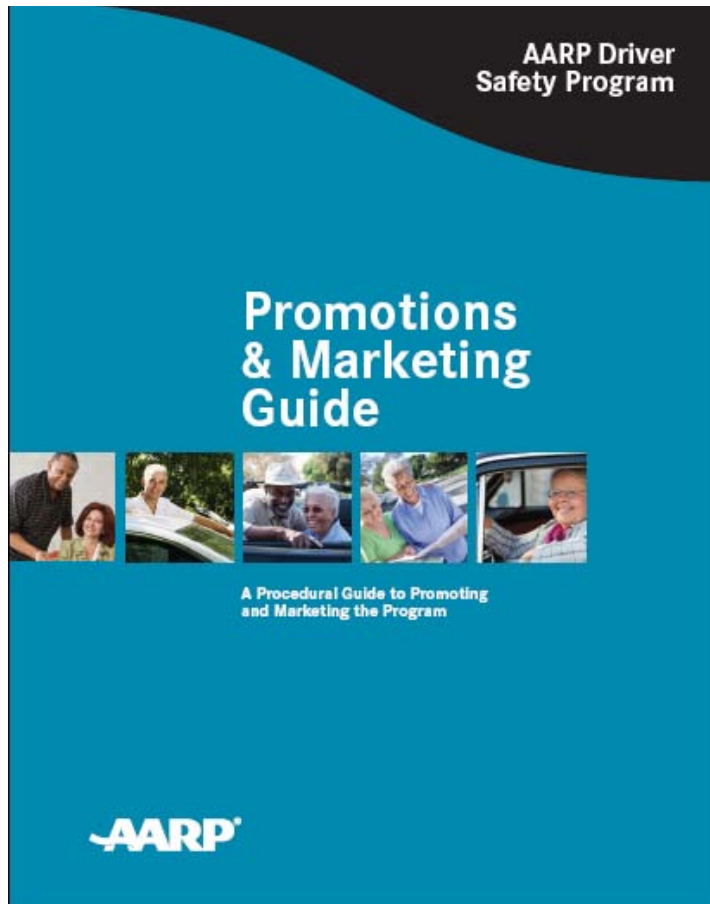
- **Audience:** Instructor Candidate
- **Used By:** Chief Trainers or Trainers
- **How To Use:** During the DSP Instructor course
- **Replaced:** Instructor Candidate Training Packet (D15588), Teaching Adult Learners: Study Guide (D18501) and Edition 6 Presentation Skills and Instructional Techniques (D18456)
- **Content Highlight**
 - Characteristics of a good Instructor
 - Undesirable characteristics an Instructor
 - Principles of adult learning
 - Educational concepts
 - Course management
 - Classroom preparation
 - Course delivery tips
 - Evaluation
- **Fulfillment:** Restricted item and posted on VolunteerNet

Trainers Guide



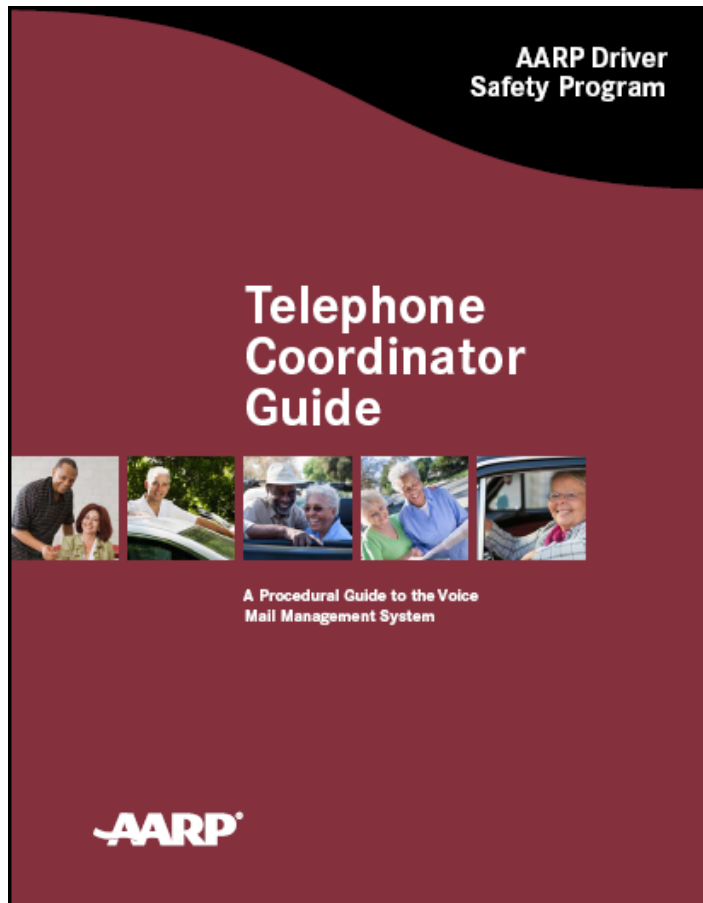
- **Audience:** Trainers
- **Used By:** Chief Trainers or Trainers
- **How To Use:** To conduct the DSP Instructor course
- **Replaced:** Trainer Manual (blue binder) and Edition 6 Instructor Candidate Training Master Outline (D18502)
- **Content Highlight**
 - Overview of the Instructor Training System
 - Being an effective AARP Driver Safety Program Trainer
 - How to conduct the DSP Instructor Course
 - How to evaluate practice teaching
 - Instructor Course outline and 7 lessons
 - Forms for training process
- **Fulfillment:** Restricted item and posted on VolunteerNet

Promotions & Marketing Guide



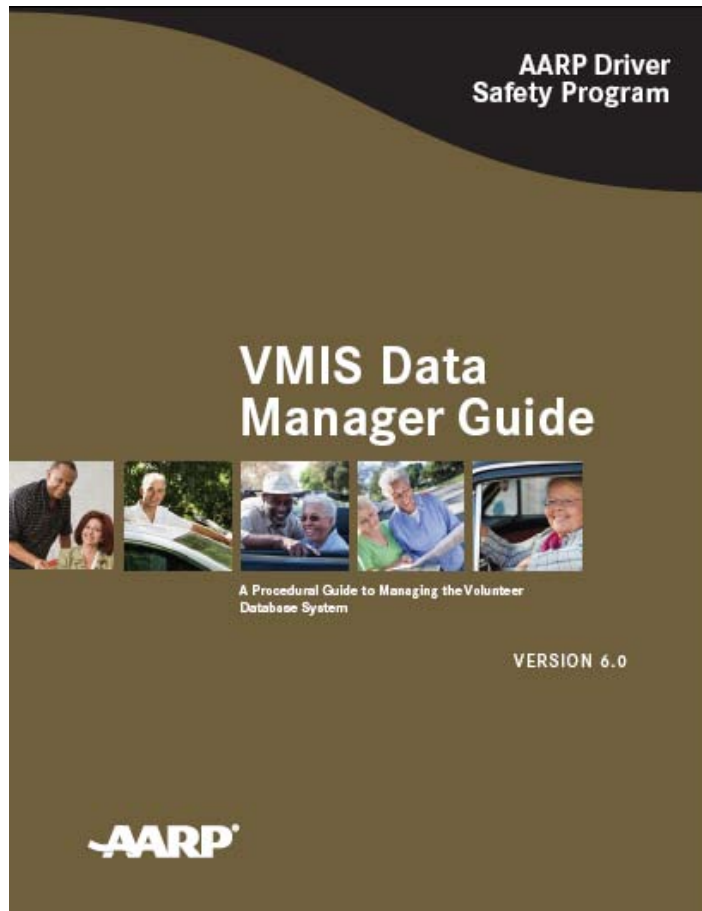
- **Audience:** Primarily Marketing Specialists (other positions *may* use to promote the program)
- **Used By:** State and Deputy State Coordinators (*possibly* Zone and District Coordinators)
- **How To Use:** When training new Marketing Specialists
- **Replaced:** Promotion and Publicity Guidebook (D17549)
- **Content Highlight**
 - Getting started as a Marketing Specialist
 - Working with the AARP State Office
 - Finding potential hosts and volunteers
 - Promoting DSP at the local level
 - Strategies for outreach to diverse groups
 - Lead follow-up
 - Effective practices
 - Exhibiting guidance and tips
- **Fulfillment:** Non-restricted item and posted on VolunteerNet

Telephone Coordinator Guide



- **Audience:** Telephone Coordinators
- **Used By:** State, Deputy State Coordinators and Zone Coordinators
- **How To Use:** When training new Telephone Coordinators
- **Replaced:** Telephone Coordinator Instructions (D17566)
- **Content Highlight**
 - The 888 phone system
 - Important reminders
 - Setting-up the voice mail box
 - Retrieving messages and logging calls
 - Trouble shooting guide
 - Getting help
 - Sample forms
- **Fulfillment:** Non-restricted item and posted on VolunteerNet

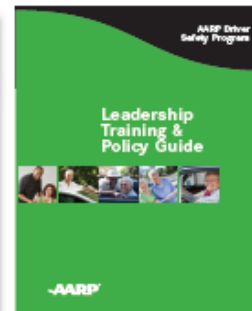
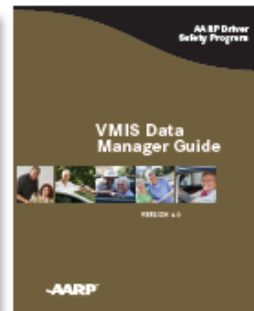
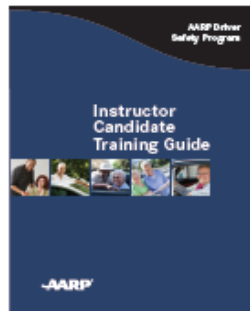
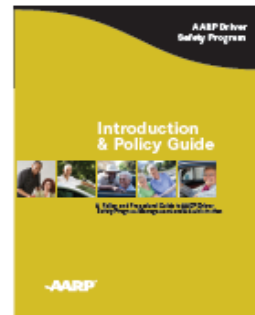
VMIS Data Manager Guide



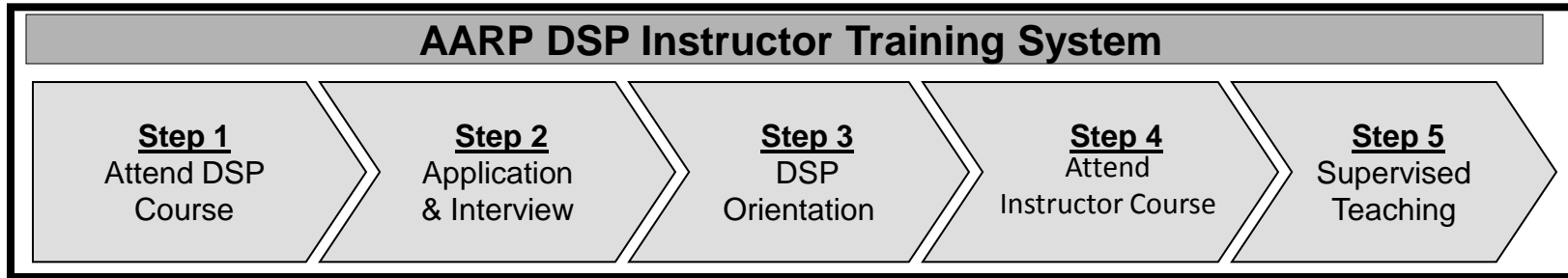
- **Audience:** VMIS Data Managers
- **Used By:** National Office staff
- **How To Use:** When training new VMIS Data Managers
- **Replaced:** VMIS Data Manager Manual
- **Content Highlight**
 - Requires to participate in leader access
 - Overview of VMIS
 - Volunteers (search, add, edit and create assignments)
 - Running reports
 - Accessing reports
 - Glossary
- **Fulfillment:** Restricted item and posted on VolunteerNet

Comprehensive Training System

AARP Driver Safety Program



What is the new Instructor Training System



System components and objectives

Instructor Candidate interview (approx 20 minutes)

Objectives:

1. Provide a brief overview of AARP and DSP.
2. Review of the roles and responsibilities of DSP Instructors.
3. Establish a training plan.
4. Respond to questions about AARP, DSP or volunteering.



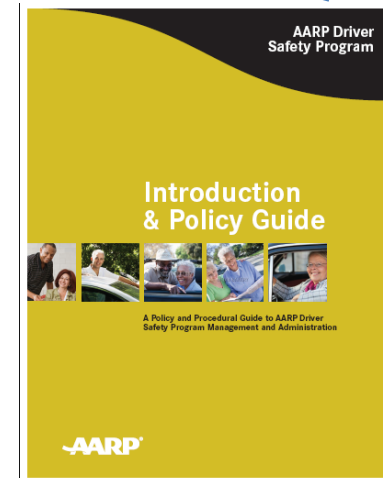
Introduction to the AARP Driver Safety Program Orientation (IDSP) (approx 2-4 hours)

Objectives:

1. Provide general information on AARP structure and history
2. Provide general information on DSP structure and history
3. Review the DSP Instructor Position Description in detail
4. Review administrative information, procedures, and forms in detail
5. Discuss promotion of the DSP course and how to recruit hosts



The image shows two overlapping forms from the AARP Driver Safety Program. The top form is titled 'Instructor Candidate Interview Questions' and includes fields for 'Candidate's name', 'Type of interview' (with radio buttons for 'In Person' and 'Telephone'), and a list of questions. The bottom form is titled 'Instructor Application' and includes fields for 'NAME (LAST, FIRST, MIDDLE)', 'PHONE NUMBER', 'ADDRESS', 'CITY, STATE, ZIP', 'COUNTY', 'Current Driver's License?' (with radio buttons for 'Yes' and 'No'), 'IN CASE OF EMERGENCY, CONTACT:' (with fields for Name, Relationship, and Phone Number), 'Are you ever arrested?' (with radio buttons for 'Yes' and 'No'), 'Are you currently employed?' (with radio buttons for 'Yes' and 'No'), 'Do you have any other professional, business, or other work experience?' (with a text field), 'Educational background', 'What other volunteer work have you done?', and 'What attracted you to the AARP Driver Safety Program?'. Both forms have the AARP logo at the bottom.



AARP Driver Safety Program Instructor course (DSPIC) (approx 6-8 hours)

Objectives:

1. Review and discuss characteristics of a good Instructor, adult learning and course management.
2. Complete a detailed review of the DSP Instructor Manual.
3. Provide state specific information.
4. Provide an opportunity to conduct a practice teaching assignment and receive feedback.
5. Complete a brief review of administrative information, procedures and forms.



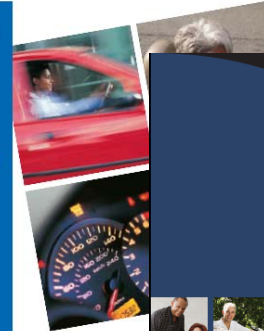
Supervised teaching assignments

Objective:

Teach (under supervision) or co-teach 1-2 courses and receive feedback.

AARP Driver Safety Program

The nation's
first and
largest
classroom
refresher for
motorists
age 50
and older.



Instructor
Manual

AARP Driver
Safety Program

Instructor Candidate Training Guide



AARP Driver
Safety Program

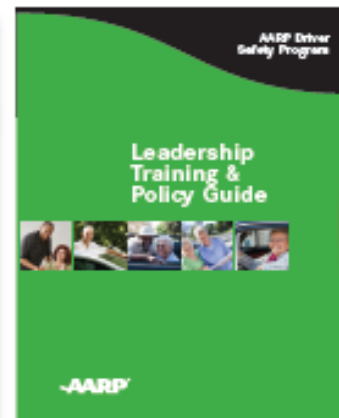
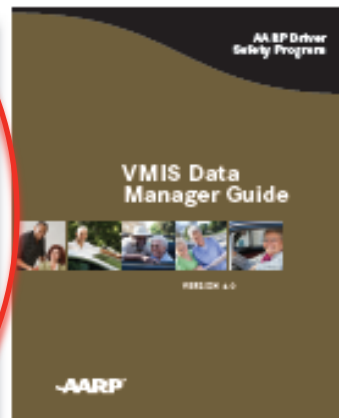
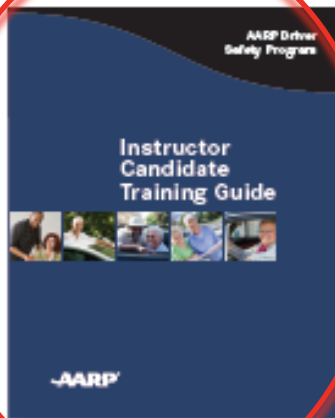
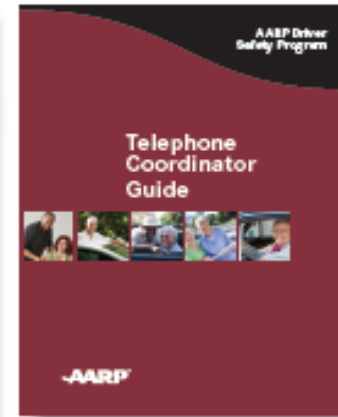
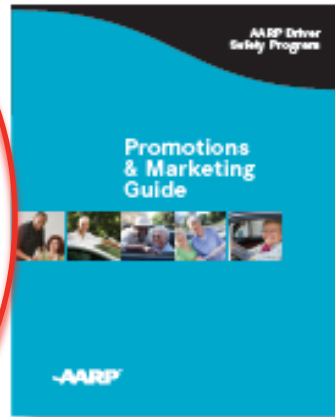
Trainers Guide



AARP

Comprehensive Training System

AARP Driver Safety Program



Meet The Instructor Training System Development Task Force Members



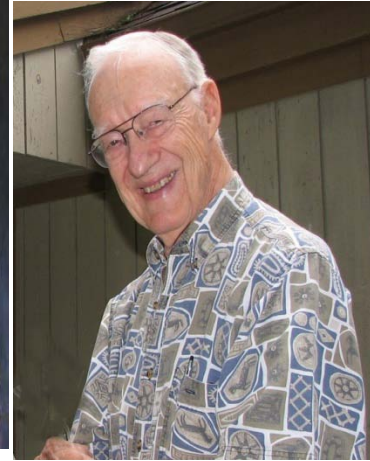
Russ



Marion



Allan



Maury



Kathy



Barry



Bruce



Frank

Instructor Training System Development Task Force Members

- Russ Vaughn, SE #2 Regional Coordinator (co-lead)
- Marion Fleming, New York Trainer
- Allan Demorest, Iowa Chief Trainer
- Maury Johnson, former Connecticut Chief Trainer
- Kathy Powell, North Carolina Trainer
- Barry Breen, Tennessee State Coordinator
- Bruce Taft, Arizona Chief Trainer
- Frank Carroll, DSP Senior Project Manager (co-lead)

This team developed three critical pieces in the new system. The **Introduction & Policy Guide**, **Instructor Candidate Training Guide** and the **Trainers Guide**.

Project History

- 2006-2007: Regional Coordinator Task Force
- June 2007: Task Force Recommendations—Training Guidelines for New Instructors and Mentoring Processes
- February 2008: San Antonio Meeting Discussion
- September 2008: Driver Safety Program Instructor Training Evaluation Survey and Report
- May 2009: 1st online meeting of the AARP Driver Safety Program Instructor Training System Development Project Task Force
- January 2010: Last of 18 online TF meetings



Problem

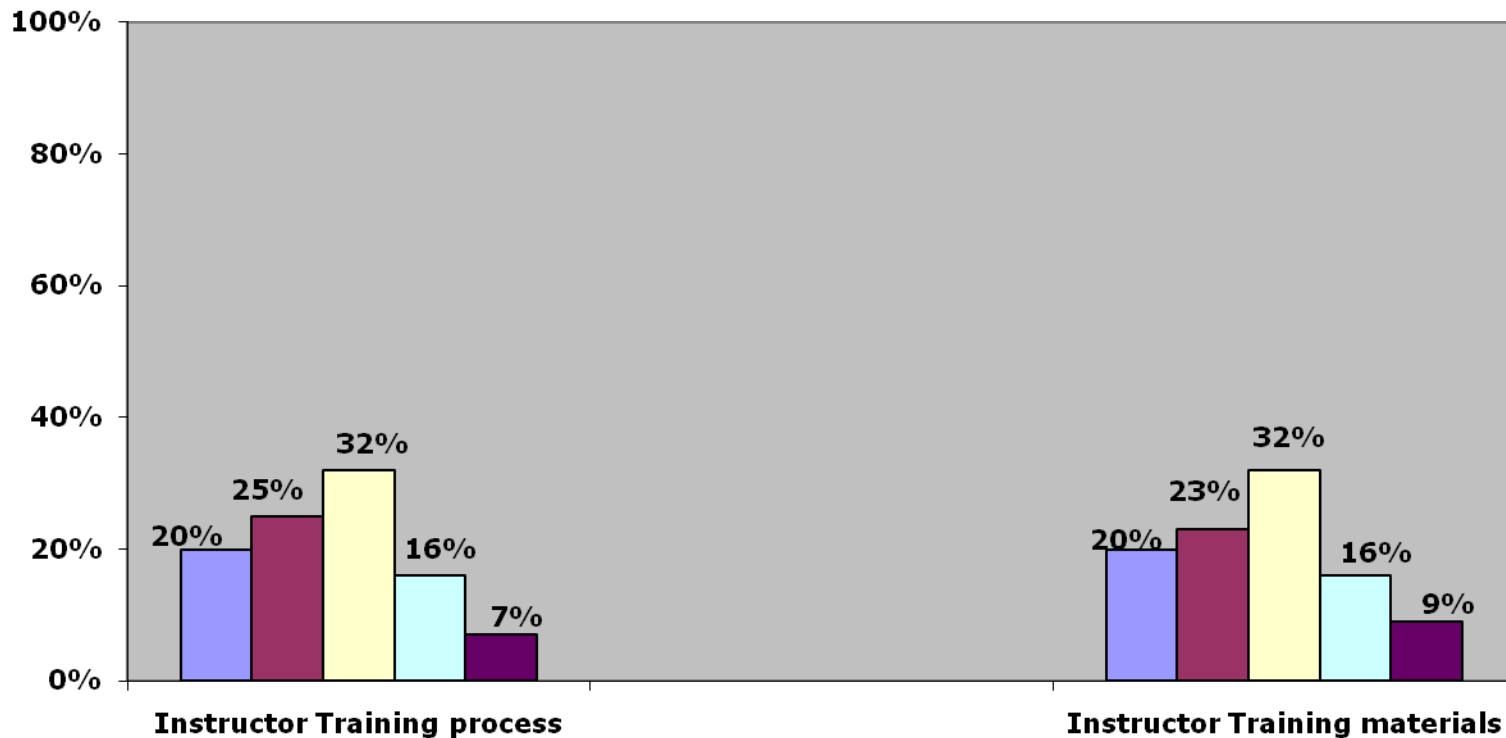
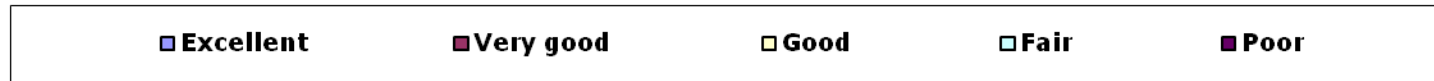
Currently the AARP Driver Safety Program does not have a consistent, standardized method or system to train new driver safety instructors.

More than 1,500 new instructors are trained each year using instructor-training materials that are not current and training times vary widely.

The quality and monitoring of new instructors does not reflect AARP World Class standards.

What you told us—

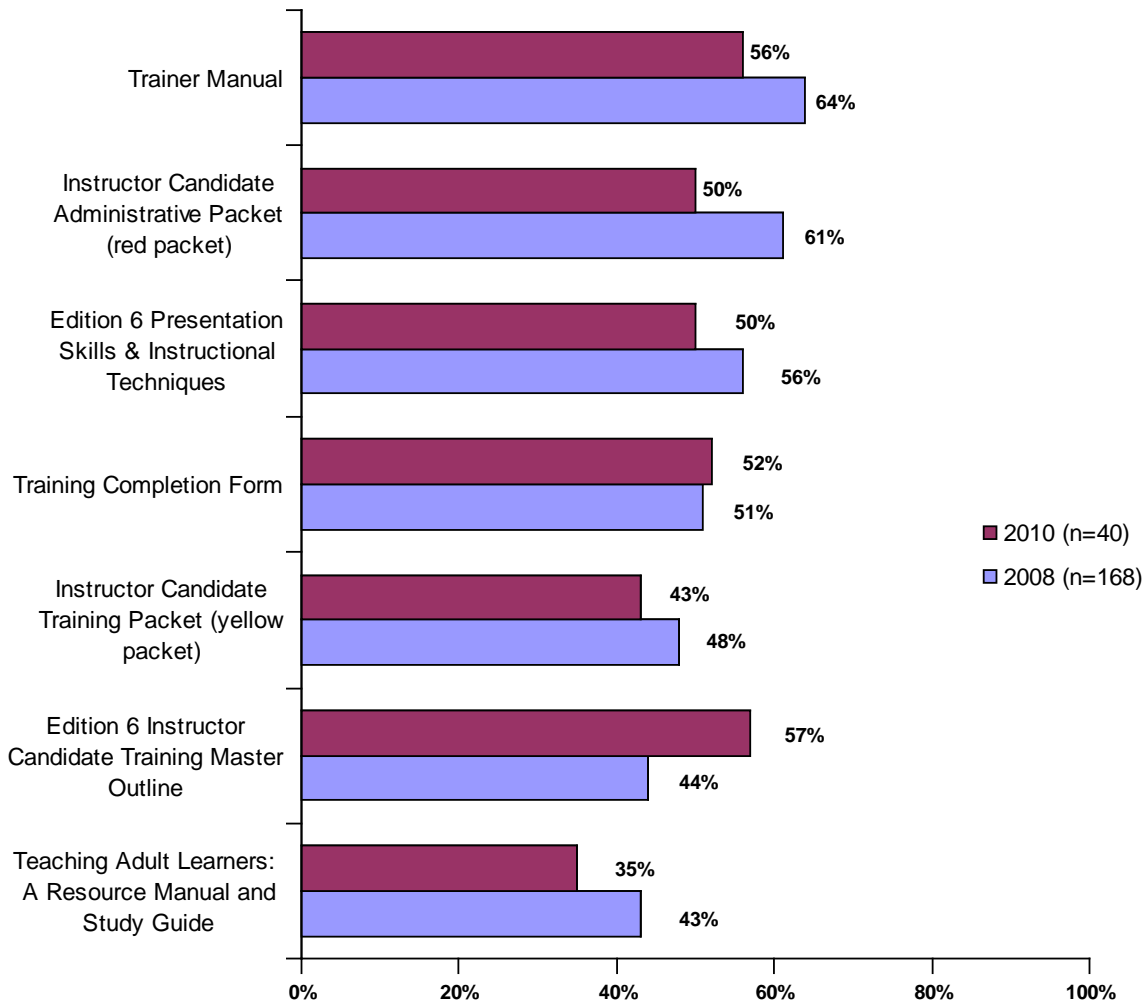
Ratings of the DSP Instructor Training process and materials



What you told us—

DSP Chart & Tables 2008 vs. 2010

Percentage of volunteers who rated the training materials as
extremely/very useful



What you told us—

Usefulness of the training materials (2008)

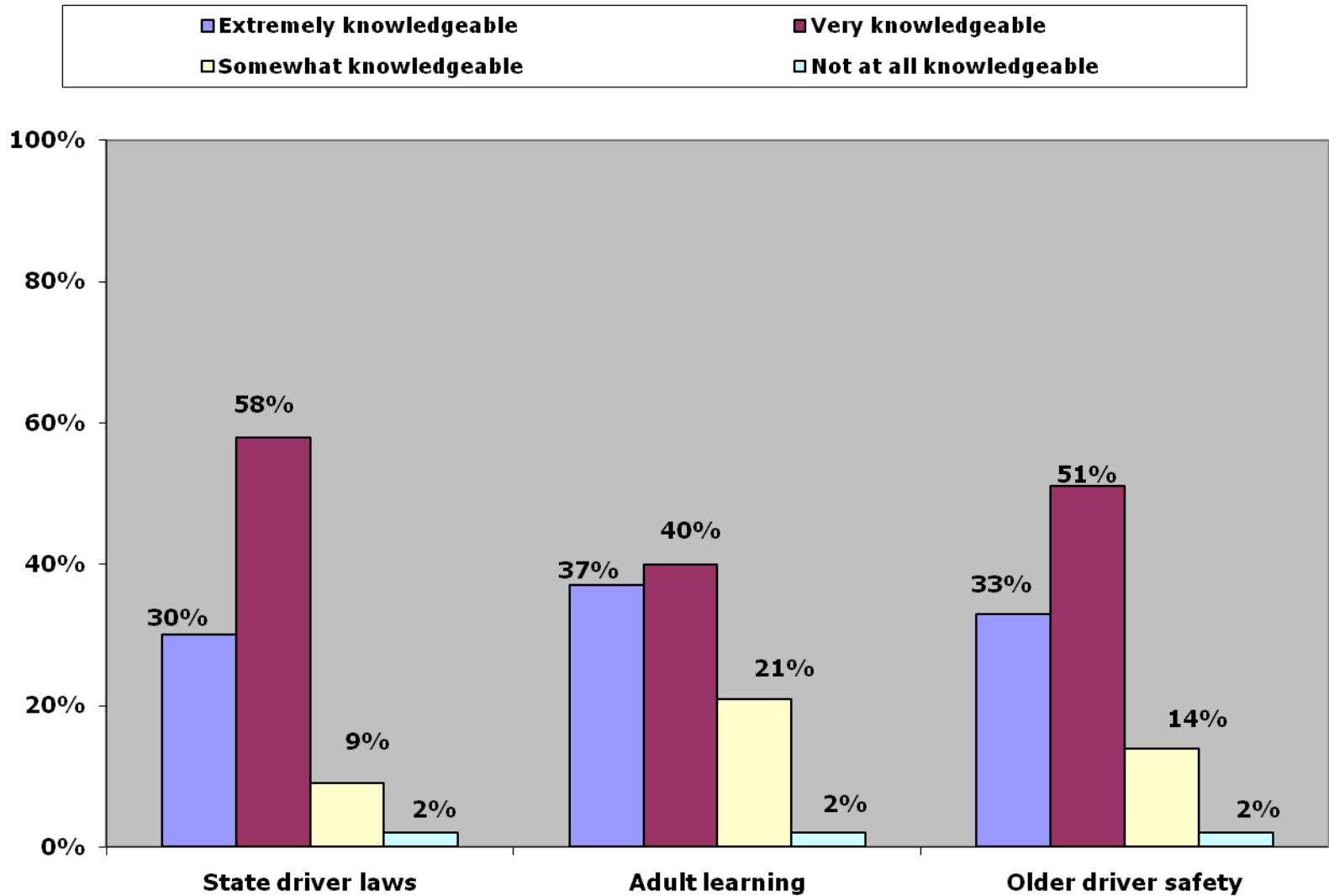
Material/Form	Extremely useful	Very useful	Somewhat useful	Not very useful	Not at all useful	N/A Do not use
Instructor Candidate Administrative Packet (Red packet, D16482)	17%	44%	29%	4%	1%	5%
Instructor Candidate Training Packet (Yellow packet, D15588)	11%	37%	30%	7%	4%	11%
Teaching Adult Learners: A Resource Manual and Study Guide (D18501)	15%	28%	36%	7%	4%	10%
Edition 6 Instructor Candidate Training Master Outline (D18502)	17%	27%	31%	8%	6%	11%
Trainer Manual (D17335)	27%	37%	19%	6%	1%	10%
Edition 6 Presentation Skills & Instructional Techniques (D18456)	15%	41%	27%	5%	3%	9%
Training Completion Form (D18460)	16%	35%	26%	5%	4%	14%

What you told us—

Ways in which volunteers use the training materials (2008)

Form	Use during a training activity	Provide a copy to candidate for reference	Use for selected candidates only	Do not use
Edition 6 Instructor Candidate Training Master Outline (D18502)	61%	43%	2%	20%
Edition 6 Training Handout “Presentation Skills and Instructional Techniques” (D18456)	66%	59%	3%	10%
“Teaching Adult Learners: A Resource Manual and Study Guide (D18501)	51%	54%	6%	16%

What you told us—



Project Goal

To develop and implement a driver safety instructor training system and support materials.

Develop a system that is nationally standardized, but flexible enough to meet individual state needs/requirements and will improve the quality of training new instructors

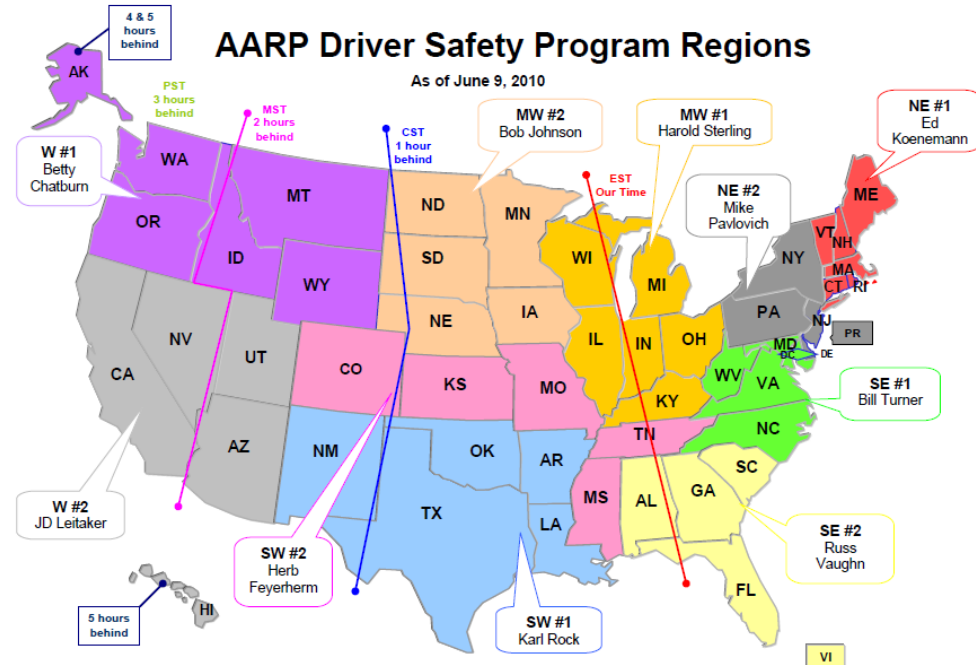
What we have learned

- The problem is bigger than original thought—53 ways to do training
- Several DSP Trainers have never seen the current Trainer Manual
- Trainers report, many IC come to them not ready for instructor training
- Some IC have not been told the complete role of a “volunteer” instructor
- Training of new IC is incomplete in some states
- Because of out dated materials some states have done their own thing
- Flexibility is important for state specific requirements

Instructor Training System Review Committee

A **Review Committee** made up of 18 Driver Safety Program volunteers reviewed more than 10 documents developed by the Task Force members. More than 100 comments were received.

- William Pearson, PA Deputy State Coordinator
- Charles Stein, PA Chief Trainer
- Joe Tylenda, PA Trainer
- Rich Dohrmann, MN Deputy State Coordinator
- Darrell Torgrimson, MT Chief Trainer
- Herman Emmett, WY Chief Trainer
- Arlene Thomas, ID Chief Trainer
- Suzanne Fenimore, WA Chief Trainer
- Bob Schneller, CO State Coordinator
- Bob Forman, AZ Instructor
- Karl Rock, SW #1 Regional Coordinator
- George Dressler, NY Trainer
- Gus Gustafson, TN Trainer
- Sue Stinson, FL Instructor
- David Peters, VT District Coordinator
- Mort Kushner, PA Deputy State Coordinator
- Harold Hammond, AL State Coordinator
- Robert Heintzeman, PA Chief Trainer



Review Comments Summary

- 18 people on committee
- Review Committee looked at 10+ documents
- More than 100 different comments received
- TF consider all comments

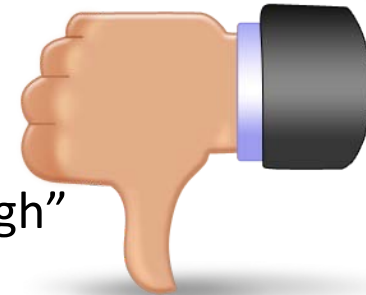


POSITIVE



- “documents are very good’
- “happy that the yellow folder will be replaced and condensed”
- “Task Force is doing a great job and moving right along on the Project”
- “I consider the draft an excellent document in providing comprehensive and standardized training to our DSP Instructor Candidates”
- “These documents represent sweeping, but long overdue, changes and will require the unwavering support of the field leadership of the DSP to ensure coordinators, mentors and trainers adhere to the prescribed material”

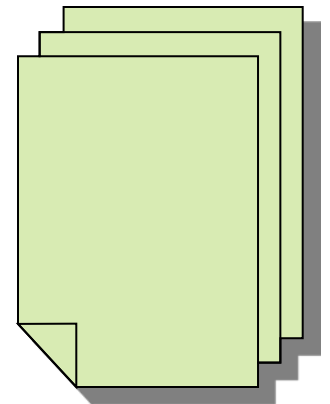
OTHER or NEGATIVE



- “Study Guide inclusion is not comprehensive enough”
- “recommend that this interview be conducted by the District Coordinator and one other person”
- “Study Guide should be given to the instructor candidate by the district coordinator and told to go over it thoroughly before the training session”
- “Adult Education Theories . . . calls for only 40 minutes coverage. This is not near enough time. Many of the new instructors are not trained teachers/instructors. Two to three hours would be more like it.”
- “Step 6 falls short on defining measurable milestones and deliverables...”
- “I have the feeling that no one is reading or listening to the suggestions and documentation I have provided”

Documents developed

- *Introduction and Policy Guide* (used by IC and DC during the DSP Orientation, replaces Red Folder)
- *Instructor Candidate Training Guide* (used by the IC during the DSP Instructor Course, replaces the Yellow packet and Adult Learning Study Guide)
- *Trainers Guide* (used by the Trainer to conduct the DSP Instructor Course)



Benefits

➤ New System

- Standardized national approach
- Step-by-step
- Allows for state specific information

➤ New Materials

- Comprehensive
- Up-to-date
- Easy to use
- Consistent
- Professional looking



Updated Forms

- Instructor application
- Candidate profile
- Interview questions

Instructor Application

AARP Driver Safety Program

NAME (MR., MRS., MS.) _____ TELEPHONE NUMBER WITH AREA CODE _____
 FIRST NAME FOR BADGE _____ EMAIL ADDRESS _____
 ADDRESS _____ CITY, STATE, ZIP _____
 COUNTY _____
 Current Driver's License? Yes No DATE OF BIRTH (MONTH/DAY/YEAR) _____
 ISSUING STATE* _____ EXPIRES (MONTH/DAY/YEAR) _____
*ONLY NY & IL INCLUDE DRIVER'S LICENSE #

IN CASE OF EMERGENCY, CONTACT:
 Name: _____ Relationship: _____ Phone number: _____
 1. Have you taken an AARP Driver Safety Program course in the past 12 months? Yes No
 If yes, Date: _____ Location: _____ Instructor: _____
 2. Are you now retired? Yes No
 If No, what is your current occupation? _____
 3. Briefly describe your business, professional, or other work experience: _____
 4. Describe any experience as a discussion leader or public speaker with adult groups or organizations: _____
 5. Educational background: _____
 6. What other volunteer work have you done?
 7. What attracted you to the AARP Driver Safety Program?
 By signing below, you are acknowledging your vehicle and telephone for AARP's policy, and will make every effort to be safe.
 Signature: _____
 Zone: _____ District: _____

Instructor Candidate Profile

AARP Driver Safety Program

NAME _____ VOLUNTEER ID# _____
 ASSIGNED DISTRICT COORDINATOR _____ ZONE _____ DISTRICT _____

Interview
 Name and title of volunteer interviewing Candidate: _____
 Comments regarding Candidate: _____
 Name and title of assigned Mentor: _____
 Date of DSP orientation _____ Date assigned: _____
DSP Instructor Course (Trainer Use Only)
 Trainer who trained Candidate: _____
 Comments: _____
 Do you recommend the IC participate in supervised teaching? Yes No
 If no, why not? _____
 Trainer's signature: _____ Date: _____
Supervised Teaching
 Do you recommend appointment to instructor? Yes No
 Signature: _____ Date: _____
 Date that completed profile was forwarded to state coordinator or VMS Data Manager for distribution _____
(Revised 12/14/19)

Instructor Candidate Interview Questions

AARP Driver Safety Program

Candidate's name: _____
 Type of interview: In Person Telephone

1. Tell me about your public speaking or teaching experience (either paid or volunteer) and include information about your strengths and weaknesses.
 2. What experience (either paid or volunteer) do you have with promoting a program or activity? This would include contacting groups to make brief presentations.
 3. How comfortable are you with the responsibilities listed in the position description? What responsibilities seem most comfortable? Least comfortable?
 4. Did applicant have questions about Position Description?
 If "Yes," note areas of questions: _____
 5. Based on what you know so far, what interests you about the position?
 6. Is applicant a year-round resident of the state?
 If "No," when will applicant be available to perform duties? Yes No
 7. Is there a physical problem that would prevent applicant from performing AARP Driver Safety Program duties?
 If "Yes," please explain _____
 8. In what other volunteer activities does applicant participate?
 If "Yes," please explain _____
 9. Are there any issues or concerns that may prevent the applicant from planning, conducting courses or attending workshops?
 If "Yes," please explain _____
 10. Is applicant willing to travel to perform duties of position?
 If "No," please explain _____
 Note any other information (another language, etc.) that you feel will aid the trainer who will train the applicant.
 Interviewer name: _____
 Interview Date: _____
 Coordinator name: _____ Length of interview: _____
 Date forwarded to State Coordinator: _____ Date: _____
(Revised 12/14/19)



Step 2
Application & Interview

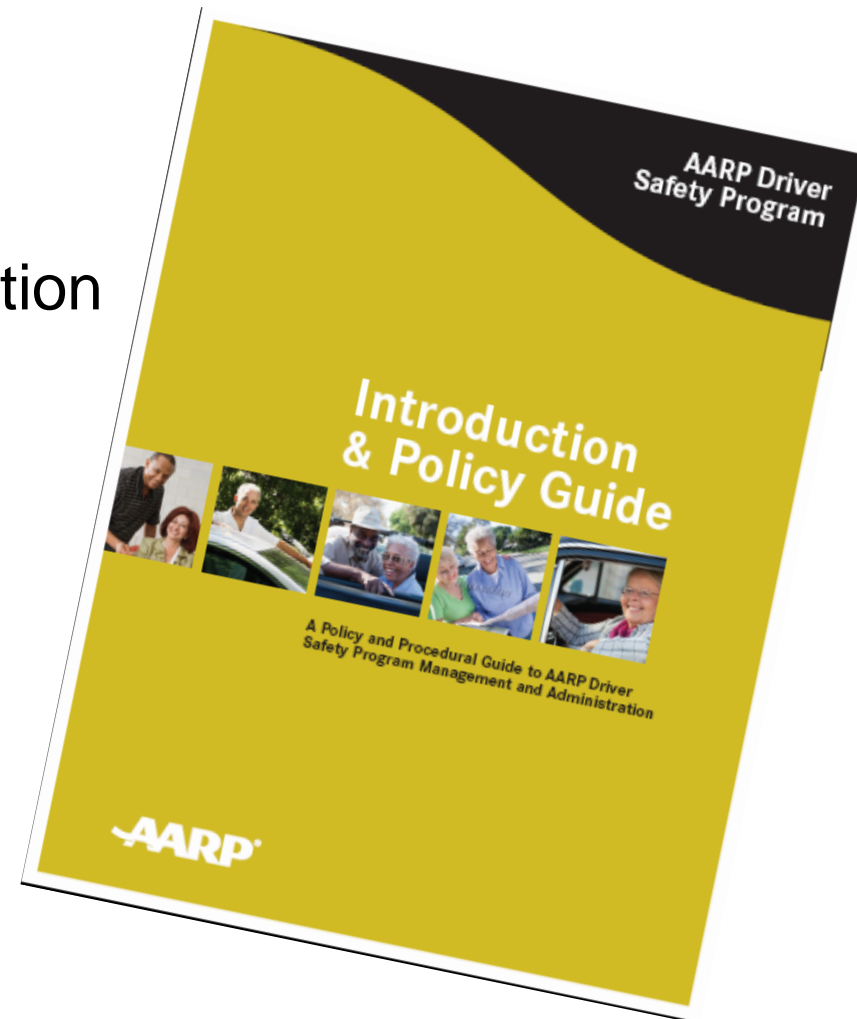
Updated Position Descriptions

- Volunteer District Coordinator
- Volunteer Chief Trainer
- Volunteer Trainer
- Volunteer Mentor
- Volunteer Instructor



Introduction and Policy Guide

- AARP history and structure
- DSP general information and structure
- Instructor administrative information
- Program administration, policies and procedures
- Program guidelines
- Working with Hosts
- Sample forms



Introduction to DSP Orientation

Introduction to AARP Driver Safety Program Orientation Outline/Checklist

AARP Driver Safety Program

The purpose of this outline is to ensure that an Instructor Candidate has received the appropriate content in the Introduction to the AARP Driver Safety Program orientation before participating in the AARP Driver Safety Program Instructor Course.

Approximate time in minutes:	Topic	Completed
5	Introductions and welcome Discuss: <ul style="list-style-type: none"> Housekeeping, schedule Roles of District Coordinator, Mentor, Trainer, and Instructor Candidate 	
20-30	AARP the organization Brief review <ul style="list-style-type: none"> History, vision and mission AARP in your state AARP serving our communities Philosophy of volunteerism Nonprofit status AARP Foundation Responsibilities to AARP 	
20-30	AARP Driver Safety Program Discuss/review: <ul style="list-style-type: none"> Program overview Program standards Overview of volunteer positions AARP Driver Safety Program volunteer structure 	
10-15	AARP Driver Safety Program Instructor position description Review in detail	

AARP

30-45	Administrative information, procedures, and forms Discuss/review <ul style="list-style-type: none"> Ordering materials Course kit Reimbursement policies and forms Communications guidelines Labels Direct deposit Volunteer travel accident insurance, liability insurance, certificates of insurance Guidance on providing accessibility for persons with disabilities Guidance on diversity 	
10-15	Marketing and promoting courses Discuss/review	
20-30	Recruiting and supporting hosts Discuss/review	
5	Training plan and next steps Review	
120-180	Total approximate time	

AARP

Step 3
 DSP
 Orientation

Appendix 6, Pages 52 & 53, Leadership Training & Policy Guide

Introduction to DSP Orientation

Approx time (min):	Subject:	Completed √
5	Introductions and welcome <ul style="list-style-type: none"> • Discuss <ul style="list-style-type: none"> ○ Housekeeping, schedule ○ Roles of district coordinator, mentor, trainer, and instructor candidate 	
20-30	AARP the organization <ul style="list-style-type: none"> • Brief review • History, vision, and mission • AARP in your state • AARP serving o communities • Philosophy of volunteerism • Nonprofit status • AARP Foundation • Responsibilities to AARP 	

Introduction to DSP Orientation

Approx time (min):	Subject:	Completed √
20-30	AARP Driver Safety Program <ul style="list-style-type: none"> • Discuss/review <ul style="list-style-type: none"> ○ Program overview ○ Program standards ○ Overview of volunteer positions ○ DSP volunteer structure 	
10-15	DSP instructor position description <ul style="list-style-type: none"> • Review in detail 	

Introduction to DSP Orientation

Approx time (min):	Subject:	Completed √
30-45	Administrative information, procedures, and forms <ul style="list-style-type: none"> • Discuss/review <ul style="list-style-type: none"> ○ Ordering materials ○ Course kit ○ Reimbursement policies and forms ○ Communications guidelines ○ Labels ○ Direct deposit ○ Volunteer travel accident insurance, liability insurance, certificates of insurance ○ Guidance on providing accessibility for persons with disabilities ○ Guidance on diversity 	

Introduction to DSP Orientation

Approx time (min):	Subject:	Completed √
10-15	Marketing and promoting courses <ul style="list-style-type: none">• Discuss/review	
20-30	Recruiting and supporting hosts <ul style="list-style-type: none">• Discuss/review	
5	Training plan and next steps <ul style="list-style-type: none">• Review	
120-180	Total approx. time	

Trainers Guide

- Overview of the Instructor Training System
- Being an effective AARP Driver Safety Program Trainer
- How to conduct the DSP Instructor Course
- How to evaluate practice teaching
- Instructor Course outline and 7 lessons
- Forms for training process



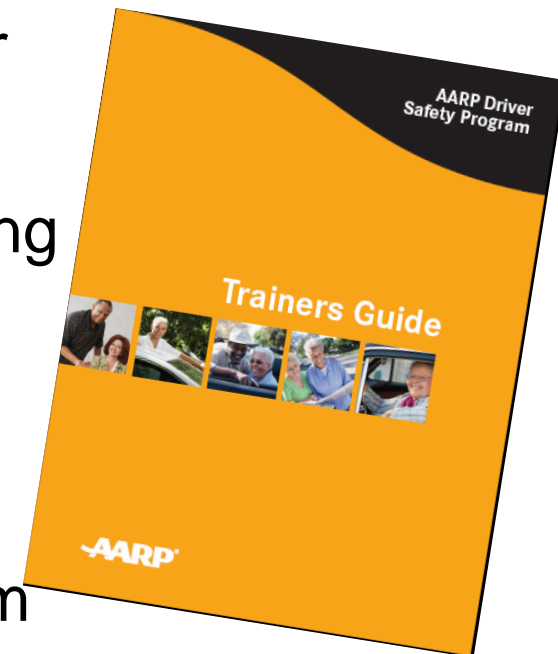
Trainers Guide

Table of Contents

- FOREWORD
- Chapter 1: Overview of the AARP Driver Safety Program Instructor Training System
- Chapter 2: Being An Effective AARP Driver Safety Program Trainer
- Chapter 3: How to Conduct the AARP Driver Safety Program Instructor Course
- Chapter 4: How to Evaluate Practice Teaching
- Chapter 5, Lesson 5: Practice Teaching and Feedback

APPENDIX

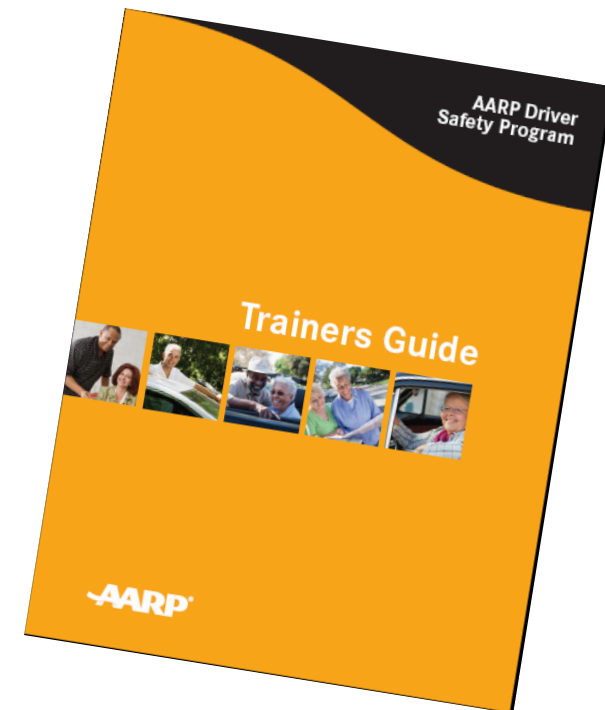
- 2. Sample Practice Teaching Feedback Form



Trainers Guide

Table of Contents

- Chapter 5: AARP Driver Safety Program Instructor Course Outline and Lessons
 - Lesson 1: Introduction and Course Overview
 - Lesson 2: Characteristics of a Good Instructor, Adult Learning and Course Management

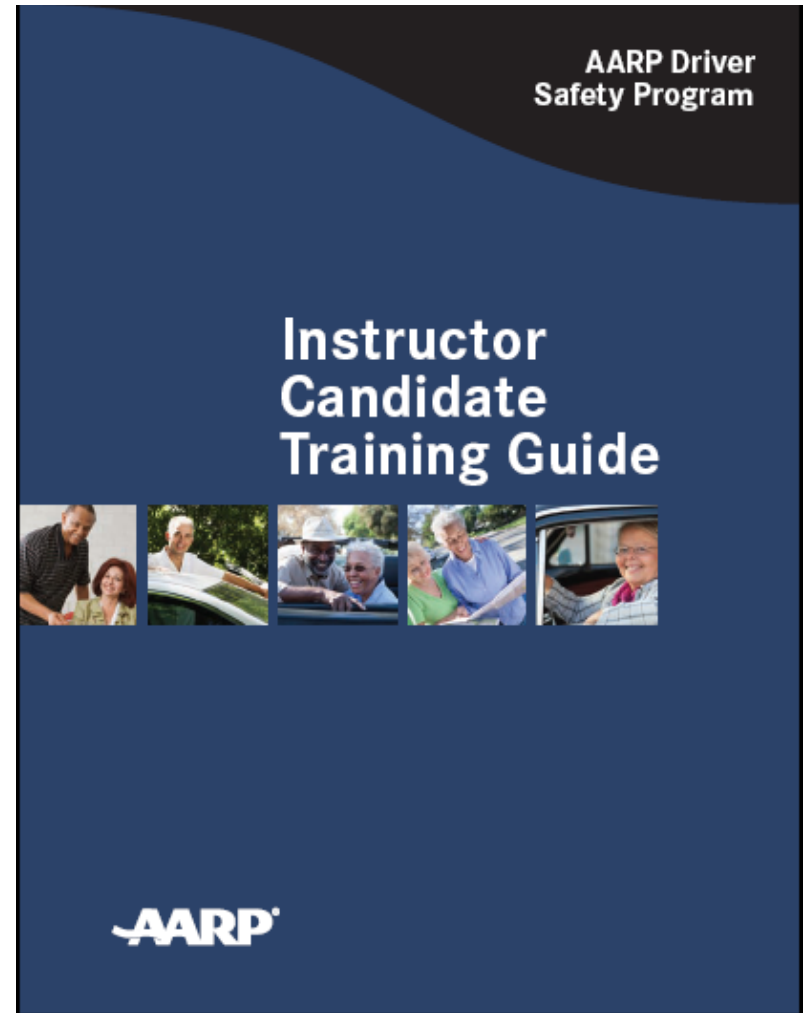


Step 4
Attend
Instructor Course

Instructor Candidate Training Guide

AARP Driver
Safety Program

- Characteristics of a good Instructor
- Undesirable characteristics of an Instructor
- Principles of adult learning
- Educational concepts
- Classroom preparation
- Course management
- Course delivery tips
- Evaluation



Step 4
Attend
Instructor Course

Trainers Guide

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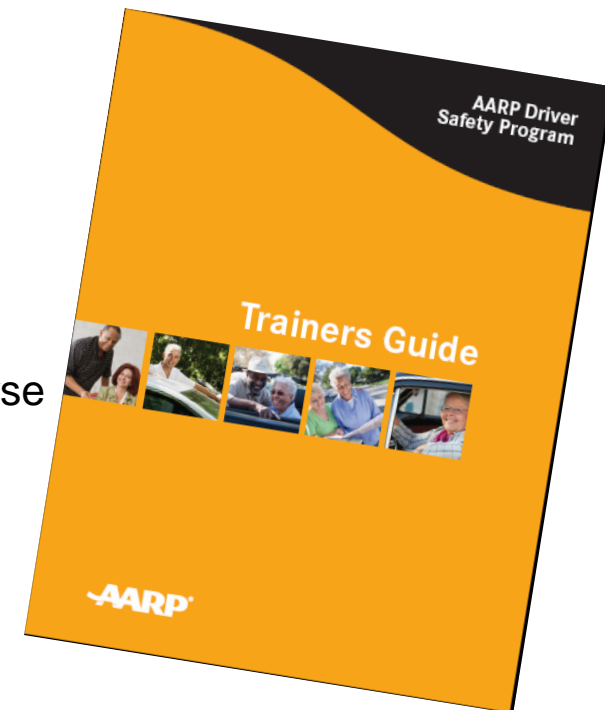
Step 4
Attend
Instructor Course

➤ Chapter 5: AARP Driver Safety Program Instructor Course Outline and Lessons

- Lesson 1: Introduction and Course Overview
- Lesson 2: Characteristics of a Good Instructor, Adult Learning and Course Management
- Lesson 3: Course and Instructor Manual Review
- Lesson 4: State-Specific Information
- Lesson 6: Administrative Information Review
- Lesson 7: Wrap-Up

APPENDICES

1. Sample Letter to Instructor Candidates about Instructor Course
3. Teaching Tips for the 4- and 6-Hour Course
4. Evaluation of Instructor Candidate Training
5. Sample Chief Trainer/Trainer Order Form



On one or more cards, write (in a few words) what you like about the new system?

On one or more cards, write what you do not like about the new system?

Participants will post cards on a white board (like or dislike column).

How to Conduct Training for—

- Current Trainers
- Current SC and ZC
- Current DC and Mentors

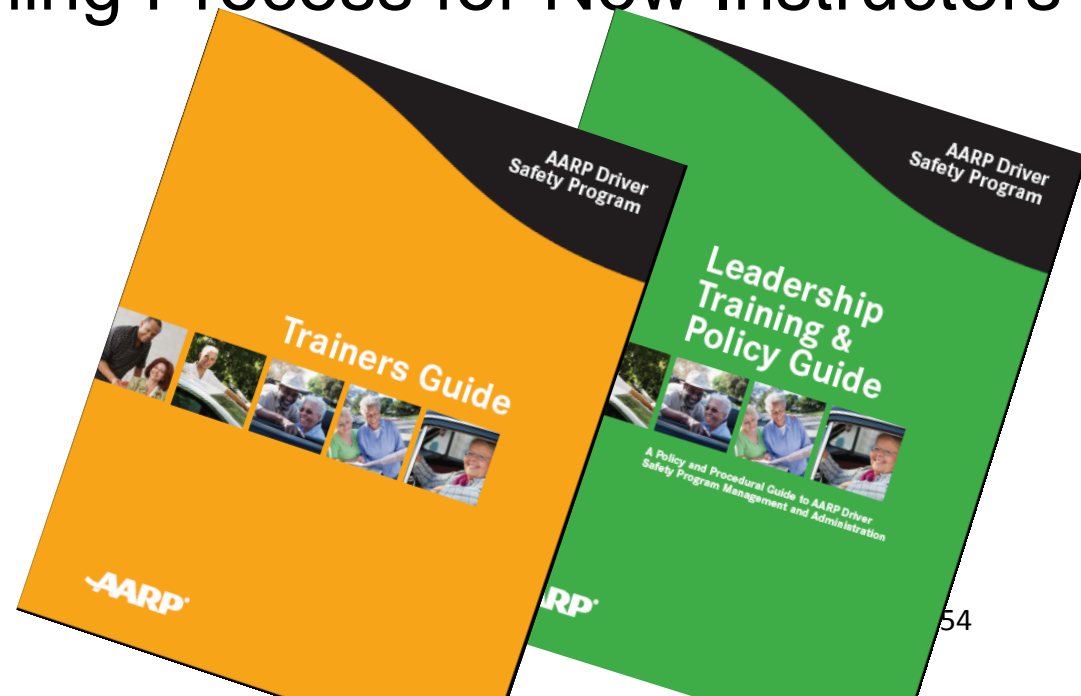
- 4 outlines/agendas
 - “A”=Combined
 - “B”=just Trainers
 - “C”=just SC/ZC
 - “D”=just DC/Mentors



How to Conduct Training for—

➤ New Instructor Candidates

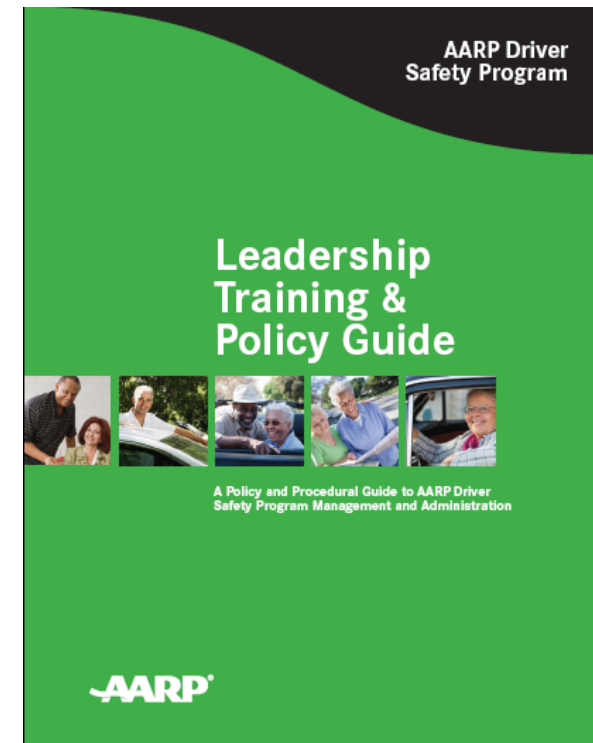
- *Trainers Guide: Chapter 1*
- *Leadership Training and Policy Guide:*
Section VI. Training Process for New Instructors
Pages 17-21



How to Conduct Training for—

➤ New Chief Trainers/Trainers

- *Leadership Training and Policy Guide:*
VII. Training Process for Leadership
Positions Pages 23-26



Plans to evaluate the new Instructor Training System

- Beginning in December of this year, and occurring annually from this point on, the National DSP Office will survey all new instructors appointed that year.
- Email addresses of newly trained instructors will be pulled from VMIS and a link to an online survey will be sent.
- The survey will consist of a series of questions to learn about their experiences participating in the instructor training process.
- The survey will be managed by AARP's Research & Strategic Analysis Department who will prepare annual report.

After you use the new materials for training you can complete an online survey to provide feedback and comments. Go to this link:

<https://survey.aarp.org/cgi-bin/NewDSPTrainingMaterialsFeedback/index.cgi>

The online survey will be available through December 31, 2010.

The National Office will use the survey to respond to comments and suggestions, make revisions, etc.

Note this link is in Question/Answer #18 in the Q&A handout