

Pathway to becoming a Level Two Trainer

Pilot testing description

The current method to becoming a Level Two Lead Trainer requires being involved in each module at least twice - once as an intern for that module, and once as a co-teacher for that module. Once you've done that for all 5 modules, you could apply to be a Level Two Lead Trainer. Or if you didn't meet the prerequisites for a Level Two Lead, you could apply for Level Two Professional.

It was recognized that this pathway is unnecessarily onerous, and so a new pathway was developed and approved by TTEC in September, 2017. This new pathway involved co-teaching a single module with an experienced Level Two Lead Trainer and discussing with them what is different about holding Level Two trainings from Level One trainings.

This new pathway was posted on Sutra and there were several concerns voiced that it was too rapid a path without sufficient criteria for the applicant nor methods of feedback. KRI heard this and is backing up a step and trying a new approach, based on competencies rather than prescribing specific actions. We want to model the Level Two Trainer pathway (to be a lead or professional) on the pathway to becoming a Level One Trainer - based on developing and demonstrating certain skills and competencies, how one may have developed those skills (like interning and then co-teaching each module).

We will define a set of new competencies - skills that are different (or required to a different degree) than what a Level One Trainer may already have. Then we can set up different suggested ways that trainers develop those competencies, and a methodology for how one would demonstrate having those skills (probably like the Level One Trainer competencies, with a self-evaluation combined with feedback from an experienced Level Two Lead Trainer).

There will be 5 steps in crafting the Level Two trainer competencies list (for both Lead Trainers and Professional Trainers), a new Level Two Trainer pathway policy, recommended level of mastery for each competency for Level Two Lead Trainers and Professional Trainers, and how they can be developed and demonstrated:

- Experienced Level Two lead and professional Trainers will be polled
- Applying the policy that was approved by TTEC but not implemented, a few pilot test Level One trainers (wanting certification as Level Two Leads) will co-teach a module with an experienced Level Two Lead trainer. The experienced lead and the level two trainer- in-training will work together and reflect on what competencies are needed to be an excellent Level Two trainer and give their observations to KRI. For this pilot, co-teach means that both trainers will be at the program 100 % of the time.
- The input from the pilot testers will be integrated with the feedback from the experienced Level Two Leads and this feedback will be consolidated by the Professional Development Committee.
- A draft new policy for the pathway to becoming a Level Two trainer will be posted on Sutra for broad feedback and comments.
- The new policy, with any modifications from Sutra, will go back to TTEC for final approval.

The pilot testing phase is critical to capturing what skills/competencies a Level Two trainer needs. At this time 7-9 trainers who would have met the requirements of the TTEC September 2017 Level Two policy, have responded to the request on Sutra and will be the

pilot testers. We will ensure that they are paired with an experienced Level Two trainer, and that the two of them commit to:

- Both being present for 100% of a Level Two module
- Discussing with each other both before and after the course what is unique about being a Level Two trainer,
- Filling out a detailed feedback form to KRI about what those unique competencies (or different levels of competencies that Level One trainers are already developing) are.
- Collecting outcome-based feedback from the students in this Level Two module so we can assess how successful the pilot program was
- “Applying” what they’ve learned from the first co-teaching experience in a 2nd level 2 module, and again giving feedback to KRI. The role of the applying trainer in the 2nd module will depend. Based on the feedback from the experienced trainer and the students, KRI will determine if the prospective Level 2 trainer will be certified as a level 2 lead trainer or level 2 Professional Trainer at that time, or neither at that time.