UNIT 15: TEACH-BACK #2

In this unit you will learn about:

- **The Teach-Back Process**
- **The Teach-Back #2 Assignment**
- **Film Session #2**

In this unit you will:

- **Conduct Your Second Teach-Back**
- **Provide Feedback on Other Presentations**

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UNIT 15: TEACH-BACK #2

LEARNING OBJECTIVES/ PERFORMANCE OUTCOMES

At the conclusion of this unit, the participants will be able to:

- Describe how the teach-back preparation and presentation process will work
- State their Teach-Back #2 Assignment
- Present their second teach-back
- Provide feedback to other presenters

SCOPE

The unit has two parts: preparation and presentation. In this unit each of the five teams prepares for and makes a presentation and receives feedback from the other participants.

The topics that will be discussed in Part 1 are:

- Why Do a Teach-Back?
- The Teach-Back Process
- Teach-Back #2 Assignment
- Film Session #2 Explanation

In Part 2, participants present their second teach-back, receive feedback from others in the group, and provide feedback to other presenters.

ESTIMATED COMPLETION TIME

Part 1: Teach-Back #2 Assignment: 10 minutes

Part 2: Teach-Back #2: 2.5 hours

TRAINING METHODS

Part 1: Teach-Back #2 Assignment

The instructor begins by reminding participants why practice is an important part of a train-the-trainer class.

Next the instructor reviews the teach-back process that will be used.

Then the instructor makes the Teach-Back #2 assignments.

Finally, the instructor explains when and where the training videos will be shown for Units 5-7.

TRAINING METHODS (CONTINUED)

Part 2: Teach-Back #2

The instructor begins by reviewing the teach-back process.

Next the instructor reviews how feedback will be given.

Then each of the five two-person teams makes its presentation and receives feedback.

Please be advised that, as a general rule, the instructor is encouraged to add pertinent information to this guide, but should never subtract material.

RESOURCES REQUIRED

- *Community Emergency Response Team Basic Train-the-Trainer* Instructor Guide (for Train-the-Trainer instructors)
- *Community Emergency Response Team Basic Train-the-Trainer* Participant Manual (for all participants)
- *Community Emergency Response Team Basic Training* Instructor Guide (for all participants)
- PowerPoint slides for *CERT Basic Training* Units 5-7
- PowerPoint slides 15-1 to 15-7

EQUIPMENT

The following additional equipment is required for this unit:

- A computer with PowerPoint software
- A computer projector and screen
- Easel pad and easel or whiteboard
- Markers
- Materials and equipment to be used in teach-back presentations. Each teach-back group of 10 participants will need:
  - Easel, pad, and markers
  - Blanket and chair for patient carries
  - USB flash drive with *CERT Basic Training* PowerPoint files
- Copies of the Feedback Checklist (nine times total number of participants)

PREPARATION

Part 1: Teach-Back #2 Assignment

For the teach-back, participants will work in pairs. Decide how you will divide the group into pairs. If you have an uneven number, assign three people to one group.

Film Session

Make arrangements for showing the training videos for Units 5-7. These videos will be shown in the evening. Viewing is optional but encouraged.

Part 2: Teach-Back #2

The class will be divided into groups of no more than five pairs. Each group must have an instructor facilitator. Identify and prepare those instructors before class by reviewing the contents of this unit.

The instructor will be timekeeper as well discussion facilitator. Keeping presentations to 15 minutes is critical. Each instructor should decide on a way to let a pair know that its time is up. One way is to create three index cards to hold up. In large print, write “5” (minutes) on one card, “1” (minute) on a second card, and “CUT” on the third card.

Make copies of the feedback checklist included in the Appendix of Unit 9. If you have groups of five pairs, you will need 8 feedback checklists for each participant and 10 feedback checklists for the instructor observing the presentations.

NOTES

Part 1: Teach-Back #2 Assignment

A suggested time plan for this part is as follows:

Why Do a Teach-Back?..... 30 seconds

The Teach-Back Process ..... 4 minutes

Teach-Back #2 Assignment..... 5 minutes

Film Session #2 Explanation ..... 30 seconds

Total Time: 10 minutes

Part 2: Teach-Back #2

A suggested time plan is as follows:

Setup..... 10 minutes

Teach-Back 1 ..... 25 minutes

Teach-Back 2 ..... 25 minutes

Break..... 15 minutes

Teach-Back 3 ..... 25 minutes

Teach-Back 4 ..... 25 minutes

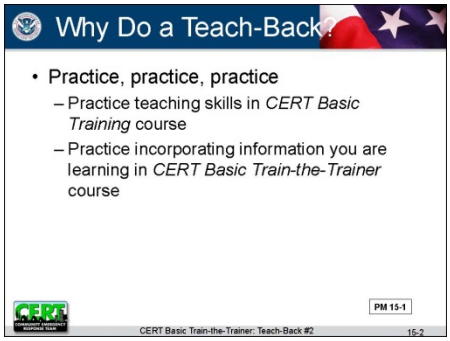
Teach-Back 5 ..... 25 minutes

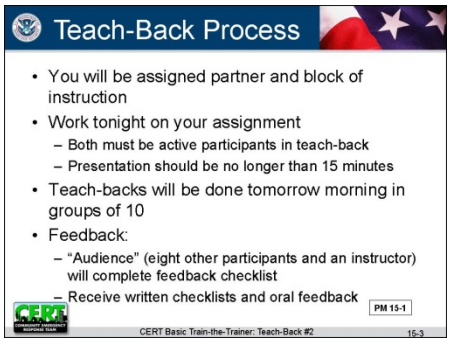
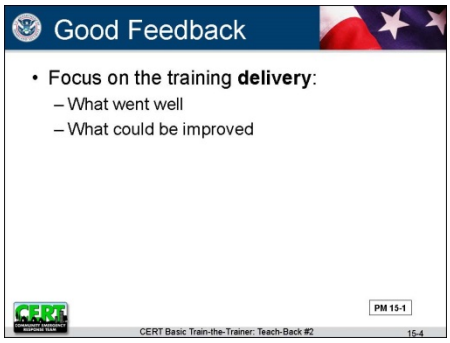
Total Time: 2.5 hours

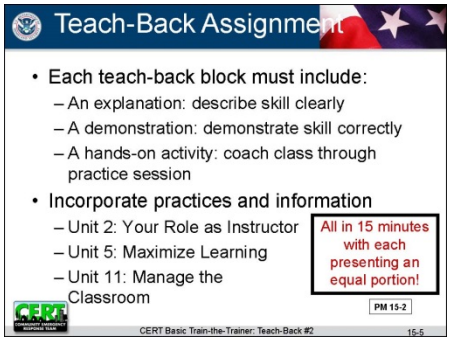
REMARKS

Teach-Back #2 is conducted in the same way as Teach-Back #1, except that the topics to be presented are different. In addition, participants have learned additional methodology to strengthen their instructional delivery.

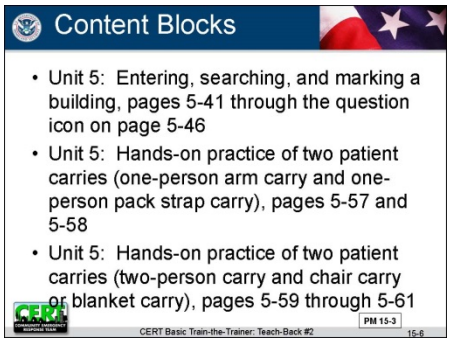
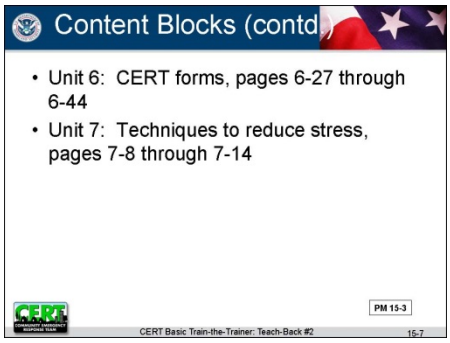
Unit 15 Part 1: Teach-Back #2 Assignment

INSTRUCTOR GUIDANCE	CONTENT
 Display Slide 15-1	
 **Display Slide 15-2**	***Why Do a Teach-Back?*** Remind participants that a key part of any successful train-the-trainer class is practice. You need to practice teaching the skills in the *CERT Basic Training* course, and you need to practice incorporating the information you are learning in this *CERT Basic Train-the-Trainer* course.
Ask for a few participants to tell what they learned (e.g., new or unexpected) from the first teach-back. This should be a brief discussion.	**What did you learn from the first teach-back?**

INSTRUCTOR GUIDANCE	CONTENT
 **Display Slide 15-3**	**THE TEACH-BACK PROCESS** Review the process for the teach-back preparation and presentation. 1. You will be assigned a partner and a block of instruction. 2. You will work tonight on your assignment. You will both be expected to be active participants in the teach-back. Your presentation should be no longer than 15 minutes. 3. The teach-backs will be done tomorrow morning in groups of 10. The eight people who are not teaching will give you feedback on your presentation. 4. After your presentation, the "audience" (eight other participants and an instructor) will complete a feedback checklist. You will be given the written checklists. The audience will also give you feedback orally.
 **Display Slide 15-4**	***Distribute Feedback Checklists*** Distribute feedback checklists to each participant and instructor. Review the assessment criteria that will be used for each presenter. Remind participants that the feedback must focus on the training **delivery**: ▪ What went well ▪ What could be improved
	Do you have any questions about the teach-back process?

INSTRUCTOR GUIDANCE	CONTENT
 **Display Slide 15-5**	**TEACH-BACK #2 ASSIGNMENT** **What To Include in the Teach-Back** Remind participants that each teach-back block should include an explanation, a demonstration, and a hands-on activity. In other words, the audience should: ▪ Hear it ▪ See it ▪ Do it The presenters' responsibilities are to: ▪ Describe the skill clearly ▪ Demonstrate the skill correctly ▪ Coach the class through the practice session Remind participants that each person in a team is responsible for presenting an equal portion of the teach-back content.
Unit 2 covered: ▪ The roles and qualities of the *CERT Basic Training* instructor ▪ The qualities of a good presenter	Remind participants to incorporate practices and information they have learned from: ▪ Unit 2: Your Role as Instructor (continued on next page)

INSTRUCTOR GUIDANCE	CONTENT
Unit 5 covered: ▪ How people learn ▪ Creating a positive learning environment ▪ Techniques that maximize learning ▪ Why you need to evaluate and ways to evaluate ▪ Guidelines for asking and answering questions ▪ Guidelines for giving feedback	▪ Unit 5: Maximize Learning
Unit 11 covered: ▪ How to learn about your learners ▪ What to do with the information you learn ▪ Situations that might make the learners feel "left out" and how to avoid them ▪ Behaviors that might be disruptive ▪ Working with learners with functional limitations	▪ Unit 11: Manage the Classroom
	Give one more reminder: don't "hide" behind lecterns or tables in the classroom. This minimizes the instructor's ability to interact with and properly engage learners. All in 15 minutes!

INSTRUCTOR GUIDANCE	CONTENT
	Pair Up the Participants Divide the group into pairs. If necessary, create one group of three. Assign groups — five pairs of presenters to each group — and explain where each of the groups will be located for the teach-back presentations.
 **Display Slide 15-6**	**Content Blocks To Be Assigned** Assign one of the following blocks to each of the pairs in a group of 10. For the whole class, each block will be assigned to more than one pair. ▪ Unit 5: Description, explanation, and demonstration of entering, searching, and marking a building (pages 5-41 through the question icon on page 5-46) ▪ Unit 5: Description, explanation, demonstration, and hands-on practice of two patient carries: one-person arm carry and one-person pack strap carry. (pages 5-57 and 5-58) ▪ Unit 5: Description, explanation, demonstration, and hands-on practice of two patient carries: two-person carry and chair carry or blanket carry. (pages 5-59 through 5-61)
 **Display Slide 15-7**	▪ Unit 6: Description, explanation of documentation, and use of CERT forms (pages 6-27 through 6-44). For this block, participants should identify three key CERT forms and teach them in a way that is engaging and allows for practice and evaluation. ▪ Unit 7: Description, explanation, and discussion of techniques to reduce stress on CERT members (pages 7-8 through 7-14)

INSTRUCTOR GUIDANCE	CONTENT
	Film Session #2 Explain when and where the training videos from Units 5-7 will be shown for anyone who wants to see them.

Unit 15 Part 2: Teach-Back #2

INSTRUCTOR GUIDANCE	CONTENT
	SETUP Review the process for the teach-back presentation. 1. The presentation should be no longer than 15 minutes. 2. The people who are not training will give feedback on the presentation after it is done. a. First, the "audience" (other participants and an instructor) will complete a feedback checklist. The written checklists will be given to the presenters. b. Second, the audience will give feedback orally. 3. The feedback will last 7-8 minutes. 4. Then the next team will get ready for its presentation. Remind the group that, in addition to the opportunity to demonstrate, the teach-backs also provide a good opportunity to practice the skills of giving feedback and coaching, which are important skills for trainers to have.
	Do you have any questions about the teach-back process?

INSTRUCTOR GUIDANCE	CONTENT
	Manage the Teach-Backs Conduct the following activities to facilitate the teach-backs. 1. Monitor the time. a. 15 minutes for presentation b. 7-8 minutes for feedback c. 2-3 minutes to change teams 2. Use your chosen method to monitor and end the presentation if needed. a. For example, use time cue cards to give time cues to the presenters (e.g., 10 minutes, 5 minutes, and 1 minute). 3. Facilitate the feedback (7-8 minutes). a. Give the group 2-3 minutes to complete the feedback checklists. b. Remind learners to keep peer feedback focused on teaching methods, interactivity, and effectiveness versus getting caught up on the actual content itself. c. Collect the feedback checklists. d. Ask the presenters how they feel the presentation went. e. Ask the audience for comments (things they liked, things that would improve the presentation). f. Give your comments (things you liked, things that would improve the presentation). Focus in particular on teaching style and handling sensitive topics. g. Give the completed feedback checklists to the presenters. 4. Tell the next team to set up (2-3 minutes). 5. Take a break after the second presentation.

INSTRUCTOR GUIDANCE	CONTENT
	Transition The next unit will cover how to prepare to teach the *CERT Basic Training* course.

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