COMMONLY ASKED QUESTIONS AND ANSWERS

How do I know how many people are signed up for my training?
The Training Operations Assistant (TOA) who is covering your training may email you the numbers of trainees that are registered for the training event. If you have not heard about your numbers, you can contact the Training Coordinator who scheduled you and they will facilitate getting you the information.

What is the education level of the trainees? Depending on the county participant’s education levels vary. Many have MSW degrees and some have BA or BSW degrees. There are occasional PhD’s and overall a mix from AA to PhD in various fields mostly related to social work practice.

What is the class like?
The majority of people who attend the class are there to learn. Some people may to be taking a day away from work while others have been mandated to attend.

What type of problems might I encounter with various trainees?
Problems with trainees can fall into many categories. You could experience people who arrive late and leave early, people who leave their cell phones on and access social media during training, people who talk frequently but do not seem to practice effective listening skills, people who appear bored because they believe they are already familiar with the content/information being provided as they and have done and/or are doing the work and of course, the class clown. If your normal facilitation skills are not working with certain individuals or groups, let the TOA or Site Coordinator know the problem and ask for assistance in order to maintain a positive learning atmosphere for those who are interested and motivated.

What time should I arrive for my training?
Contractors should arrive 45 minutes prior to the start of the training event. This allows you enough time to become familiar with the equipment you need for your presentation, to test out the equipment and set up the room as you prefer it.

How many copies of handouts should I have available?
For Core and other Standardized classes, the Academy will provide handouts. For non-standardized or advanced classes, the contractor is expected to provide the handouts. For Advanced You should plan on 30 copies of each handouts, unless otherwise advised.

How many pages should I have in each handout?
There is no amount of handouts required. Handouts can also be made available electronically. CWDS staff are not permitted to make copies onsite on the training day.

How should I dress for training or other deliverable?
Dress professionally; for example: Business casual attire. You are modeling professionalism as a contractor with our agency any role.
Where can I get ideas/tips for training?

- CWDS Contractor Handbook (aka Contractor Manual)
- CWDS Newsletter
- CWDS website
- CWDS County Consultants
- CWDS Training Operations Assistants or Site Coordinators
- Participate in Training for Trainers (T4T) series offered by CWDS throughout the fiscal year

Can I have guest speakers as a part of my training or other delivery?
Yes you may, however, any guest speakers you use, even if they are unpaid, must meet the same qualifications as all of our Contractors. As you design your training plan, you must submit the request for all guest speakers’ and their resumes to the Curriculum Coordinator.

Can I tell jokes and be funny?
Absolutely! Humor is a necessity and tasteful jokes are welcome. Humor makes learning fun.

May I bring food for trainees?
Yes, but please be advised that CWDS provides snacks and refreshments for most training deliveries.

How often do I give the class breaks and for how long?
Typically breaks are 15 minutes breaks and one given in the morning and one in the afternoon.

How long is the lunch break?
The lunch break is one hour.

When should I conclude the training/facilitated event?
Classroom trainings typically conclude at the time allotted for ½ day, full day, 1/12 day, or 2 full days. Please note trainings must start and end on time due to trainee schedules and non-exempt employee schedules. Specialized schedules will be determined in conjunction with any specialized delivery service ex: Simulations, Coaching, etc.

What is the room set up?
If you are facilitating a training event at the Riverside Training Center, or the San Diego Academy Training Room, or at most county sites, tables are set up in pods that can accommodate 4-6 trainees each. When training at an offsite location you may need to change the room set-up, please feel free to ask the Training Operations Assistant for help if this is necessary.

What equipment is available to me?
Both the Riverside Training Center and San Diego Academy Training Rooms have the following equipment available:
- Computer/WIFI
- Smart Whiteboard Screen
- Easel and Pads or Whiteboard Markers

If you are training at an offsite location please inform the CWDS Training Coordinator who created your schedule know of any specific equipment needs.

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