

**Leading Home Care**

*...a Tweed Jeffries company*

*The Center for Home Care Strategy and Leadership*

# Audio Learning with Leading Home Care

**A Facilitator's Guide to setting up  
Lunch Time Learning Programs for your**



**Home Healthcare Executives,  
Managers & Supervisors**

**Home Healthcare  
Sales & Marketing Team**

**Private Duty Home Care Team**

**Leading Home Care**

*... a Tweed Jeffries company*

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## Audio Learning Facilitator's Guide

Welcome to the Leading Home Care audio learning series. Thank you for your willingness to serve as the on-site facilitator for this learning system. Your role will be very important to the overall success of this learning program. This guide is provided to help make it easier for you to facilitate the learning process for your home care team members.

The CDs you will use for this learning series were recorded live during teleseminars conducted by Leading Home Care. Each one has been checked for quality. In some instances you will hear background sounds from participants on the line, or normal sounds you might expect over a telephone line.

### The Role of the Facilitator

To Facilitate means ... ***“To make easy.”*** Your role is to help make the learning process easier for your team members. The role of the facilitator in this learning series is...

1. To prepare for the learning program
2. To set the stage for learning
3. To lead the question and answer phase of each session
4. To stimulate discussion after the presentation and Q&A phases
5. To make ideas visible
6. To summarize the results
7. To encourage action on the learning points.

**If you have any questions or suggestions, please let us know.**

**You can call us at 502-339-0653, or e-mail [Stephen@LeadingHomeCare.com](mailto:Stephen@LeadingHomeCare.com).**



Notes

### **I. Pre-Program Preparation**

Two days before the audio learning takes place, you should complete the following pre-program preparation:

- Download copies of the learning guide for participants from the Leading Home Care web site ... [www.leadinghomecare.com/teleseminars](http://www.leadinghomecare.com/teleseminars).
- Download the CEU registration form and evaluation form.
- Make copies of the learning guide for each person who will be attending.
- Make copies of the CEU evaluation form for each person who will be attending.
- Send a reminder of the time and location to each participant.
- Ask everyone to be in the room at least ten minutes before the program begins.

### **II. Setting the Stage**

Making sure that the room setup is conducive to learning is a very important part of the facilitator's role. Here are some things you can do to set the stage:

- Check the CD Player to make sure the system is working effectively.
- Arrange the room so that your team members can see you and hear the audio conversation.
- Have a flip chart and markers in the room. Pre-write each discussion question for the session at the top of a flip chart page. Discussion questions will be provided in the learning guide for each session.
- Check the room temperature, ventilation, and lighting so that everyone is comfortable.
- Turn off any background noise, including fans, blowers, overhead paging or telephone intercom.
- Ask participants to put pagers and cell phones on the "stun" mode. ☺

This is a serious learning experience. Encourage the participants to take it seriously. Be a role model for serious learners.



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**III. Starting the Program**

Start on time. Each program will run from 60 to 70 minutes.

Here's how to get started:

- Ask everyone to sign in on the CEU registration form.
- Give a brief introduction of the topic to be covered.
- Make sure everyone has a learning guide.
- Start the CD.

**IV. Questions and Answers**

Some CDs contain the question and answer session from the live teleseminar. If you or any of your participants have any questions for the presenter, please feel free to e-mail your questions or comments to [Stephen@leadinghomecare.com](mailto:Stephen@leadinghomecare.com). We will answer you promptly.

**V. Group Discussion**

After you finish listening to the CD, you will want to lead a discussion of the learning points covered in the program. At the end of the learning guide, we will provide discussion questions for each session. Here are some suggested ways to make the discussion more meaningful:

- Write each question on the top of a flip chart page prior to the program.
- Lead a discussion of each question. Write the team members' responses on the flip chart.
- Ask follow up questions to stimulate discussion.
- Summarize the discussion and review the responses to the discussion questions on your flip chart sheets.



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**VI. Review & Reinforcement**

The learning doesn't stop at the end of this session. There are a number of things you can do to reinforce the learning:

- Make sure everyone has signed in on the CEU Registration Form.
- Ask everyone to complete and sign the CEU Evaluation Forms.
- Mail the CEU registration form and the evaluation forms back to us at Leading Home Care. You may keep copies for your own records if you wish. We will process the records and send CEU Certificates back to you for distribution to the participants. \*\*We must have a signed evaluation form in order to issue a CEU certificate.
- Type up the responses to the discussion questions from the flip chart pages.
- Distribute copies to all participants.
- Go back to **I. Pre-Program Preparation** to get ready for the next Audio Learning program.

