

Trainer in the Spotlight

My name is [Michelle Galego](#) and I am new to the Office of Child and Family Services (OCFS) Policy and Training Unit. I have been with OCFS for 21 years where I have served the children and families of Kennebec County as a Human Services Caseworker, Supervisor and as a Co-Chair of the Children's Advocacy Center Advisory Board. I am also an executive member of the Sexual Assault Crisis and Support Center's Board of Directors and participate in many of their community events.

Being new to the Policy and Training Unit, every day presents a new favorite or 'a-ha' training moment. So far, my most exciting moment was when a participant repeated a phrase I had used when training as he was completing work during a small group activity. Astonished, I ran to my co-trainer and excitedly exclaimed, "He said what I said! He said what I said!" Even though she has probably had this experience countless times, she smiled and supported me in celebrating my success.

Just like in running (I am a runner training for my first ultra-marathon as well as the New York City Marathon) I know progress is not always linear. I know that in addition to great success, I will also face some bumps in the road with respect to my learning. However, I am at ease with all of the unknown because I have a thoughtful and knowledgeable supervisor and fantastic unit to support me along the way!

Specific

Measurable

Attainable

Realistic

Timely/time bound

Planning for Success

Utilizing SMART goals for performance coaching and process improvements is a fantastic way to have a specific, measurable, written plan in place to set the employee or project up for success.

For more information on how to utilize SMART goal planning contact SETU today!

Trainer Meeting Review

On July 26th Trainers from SETU, OCFS, OADS, OFI and DSER came together for our quarterly Trainer Meeting in the new space at 109 Capital Street! Trainers spent the first half of the meeting sharing accomplishments, discussing best practices and providing overviews of new initiatives. We finished the meeting with a skill building activity on writing effective knowledge checks. The next Trainer Meeting is currently scheduled for October.

Class in Review!

Recently Rene Bernard, Program Manager of Training had the following to say about SETU's Performance Based Training class:

Recently, we sent three more Regional Policy Specialists to the Performance Based Training class offered by the Staff Education and Training Unit (SETU). This class is a must for our RPSs and is always on the development plan of new RPSs. Many of our training units are modeled after the class's concepts. When an RPS comes back from the class, we hear about how there are many aha moments. They learn how to develop an outline before developing material. How to develop a training plan. Then they learn about creating learning objectives and how to design the training with those objectives in mind. The concepts taught in this class allow the trainer to be more efficient with the material development because they have a plan before they get deep into the development. The training also gives tips on how to make your training materials more interesting in its appearance and by reaching people of different learning styles. Then, after all of those things are considered and implemented, the class discusses performance measures. Specifically, how to measure knowledge and skills separately. Bonnie's expertise in these areas is very helpful to our new and experienced RPSs alike. We will continue to send our Regional Policy Specialists to these classes.



**SETU provides
custom
trainings –
contact us to
find out more!**

Business Certificate

SETU is offering a Business Certificate Program.
Trainings are currently posted to our website!

Trainings Required for the Certificate:

- **Competitive Procurement** - This course is designed for DHHS Program Managers, Program Administrators and Administrative Staff who are responsible for competitively procuring services resulting in contracts in support of their program areas through Requests for Proposals (RFP's).
- **Contract Process** - The goal is to provide an overview of the Department's procurement processes, and to review the responsibilities of program staff throughout the contract life cycle
- **Financial Fundamentals I** - This training's focus is on key concepts and financial processes within our financial system

Optional Trainings

The following 2 trainings may be taken for the Business Certificate but are not required. Please be sure to read the description carefully to determine if these classes are helpful for your role.

- **Contract Budgets** - The goal is to provide an overview of the **cost-settled contract budget process** and to review the responsibilities of program staff in reviewing cost-settled contract budgets.
- **Financial Fundamentals II** - This class is for those that manage grants and are responsible for troubleshooting expense variation.



SETU is now located at

109 Capital Street Augusta ME
04333

The SETU website is going through transformation- keep checking for all the new updates!

Alone we can do so little, together we can do so much." -- Helen Keller.