



# Successful Training

Electronic Visit Verification (EVV) will be new for most people. In order to use a new system, process, or procedure effectively, people need information. Good training will help people be successful during and after this change.

As part of the train-the-trainer process for EVV, you will provide training to others in your provider agency. The Wisconsin Department of Health Services website (<https://www.dhs.wisconsin.gov/evv/training.htm>) has handouts and videos to help you accomplish this. Here are a few pointers to maximize your trainings:

- **Assess needs:**

- What training format will work best for your provider agency: independent, one-on-one, or a group setting?
- Will everyone need the same information, or will some people need specialized training for their role?
- Would training a few “super-users” or additional trainers be beneficial?

- **Define objectives and content:**

- Explain why the training is important for the employee’s work.
- Lay out the training objectives so employees have accurate expectations.
- Prepare all training materials you will be covering ahead of time.

- **Design the agenda:**

- Create the agenda based on what information your employees need.
- Organize key information in a logical sequence.
- Allow adequate time for training and questions.

- **Use real-life scenarios:**

- Present actual scenarios employees may encounter on the job.
- Provide opportunities for your employees to practice what they just learned.
- Summarize after each section.

- **Meet your employees’ learning needs:**

- Ask questions to keep everyone involved.
- Provide handouts for notes and later reference.
- Use different approaches—lectures, videos, observing, and hands-on practice—to reach all learning styles.

- **Prepare your closing:**

- Provide time for questions/concerns.
- Summarize key takeaways.
- Offer opportunities for extra assistance.
- Thank them for their attendance and participation.

