# Session 2 Report

## Poll Responses

Which of the following best describes your relationship to competency-based learning?

20 % We use this model.

80% We would like to use this model for all audiences.

How well does the Clearinghouse definition of audience fit the way you organize your health center’s training? Which of the following is the best description of your perspective on the Clearinghouse's definition of audiences?

33% A perfect fit.

33% I could adjust my training to match these audiences.

16.5% This needs more refined categories

16.5% This lacks key audiences in my health center.

Responses to finding resources, establishing their relevance, and using them in training. (3-question set)

60% Agree.

20% Disagree.

20% Neither agree nor disagree.

## Activity 1: Focus on the Audience

Most of the response validating the existing categories. However, the following suggestions were offered:

* “Separate by Department and then Level”
* “Federal Grantees”
* “Supportive Staff”

## Activity 2: Focus on Topics and Sub-Topics

Development and Training

* Compliance
* Customer Service
* New Supervisor Training
* Onboarding

Leadership

* Communication
* Staff engagement
* Performance Management
* Coaching and counseling

Recruitment and Retention

* Interviewing basics
* Turnover
* Managing Staff

## Activity 3: Training Gaps

The following topics were identified:

* Medical records training
* Support for trainers
* Leadership development
* HIPAA
* Social justice
* Soft skills
* Emergency management
* Evidence- based practices for (?)

## Activity 4: Focus on Assessment

* Structured learning (and learning videos)
* Short videos
* Basic, skilled and managerial (under scope)