Learning Problem
The trainers at NVMS, small conflict resolution center have no formal training in instructional design or adult learning. They are all “accidental” trainers that base their training design and delivery on their personal experience and subject matter expertise. The trainers often interact and receive guidance from the Training Program Manager, but very rarely do they interact or collaborate with each other. Many of them practice in isolation from each other. In order to provide a better learning environment and experience to the participants, trainers need to come together so they can better familiarize themselves with each other’s content, exchange experiences, resources, new approaches, and problem-solve around challenges that arise during training. This is particularly important as new trainers with less experience come on board as part of a talent sustainability effort.

Primary Need: Maintain a high quality of training by continuing to develop conflict resolution and adult learning knowledge and skills to better support the future practitioners of tomorrow. Secondary Need: Engage and enhance relationships between trainers and NVMS.

Target Audience
The target audience are existing and incoming NVMS trainers. All trainers have extensive subject matter expertise and varying levels of skill in training design and facilitation. NVMS training are highly experiential and focus on transferring skills via activities over lecture. This is a new approach to training for some of the new trainers who may come from a more traditionally academic background or whose prior experience might be solely with lecture-based approaches to teaching.

While an onboarding process exists, it focuses on procedural matters only. The trainers are consultants and are motivated to enhance their skills and find more effective ways in delivering experiential learning to ensure participants gain the skills they need to become successful practitioners as this impacts the organization’s reputation and their work opportunities.

General Knowledge Domain, Subject Matter, Content Area, Practice
The general knowledge domain for this CLE will focus on Conflict Resolution Management Skills and Processes. Trainers will learn and exchange ideas around effective facilitation skills, best practices in adult learning, evaluation techniques, integrating technology to support learning, developing job aids, and effective learning strategies.

Selected Model and Learning Outcomes
The CLE selected to address this learning problem is the Community of Practice (COP) model. COPs are “groups of people who share a concern, a set of problems, or a passion about a topic, and who deepen their knowledge and expertise in this area by interacting on an ongoing basis” (Wenger, et. all, 2002, p.4). The key concept is the sharing of knowledge and experiences so that in successful COPs, the sum of the community knowledge becomes greater than the sum of individual participant knowledge (Gherardi & Nicolini, 2000).

The COP model will enable participants to:
- Engage with other NVMS trainers to discuss challenges and best practices with the goal of enhancing their knowledge and skill in conflict resolution training design, delivery, and evaluation.
• Collaborate with other trainers to develop resource databased (i.e. job aids, activity examples, case scenarios, etc.) that supports effective training delivery around the various conflict resolution topics (such as mediation, negotiation, facilitation, effective communication skills, etc.)
• Value the development of a reflective practice by examining training approaches and questioning their effectiveness in supporting skill transfer.
• Network and engage with other trainers and the organization in order to build beneficial, productive relationships.
• Assess community gaps in knowledge, skills, and resources and make informed requests to NVMS staff for resources that will support their professional development.

**Environment**
NVMS trainers and organizational culture values and encourages face to face engagement. Due to the challenge in bringing all NVMS trainers together face-to-face, in the same space, at the same time, the COP will engage participants primarily online and one or two yearly in-person events.

**Strategies/Activities**
- Online forum discussions – challenges, questions, exchange best practices, new approaches, problem-solve etc.
- Blog – a space to reflect, share experiences
- Nuts and Bolts – resource database – share resources, tools, techniques, etc.
- Monthly video/phone meeting – brainstorm ideas and problem-solve shared challenges
- Planned online (webinars) and in-person events where members learn new knowledge from subject matter experts and/or practice skills, approaches
- Peer mentoring

**Roles and Responsibilities**
- COP Leader – COP vision, planning (identify SMEs, plan events – online and offline)
- Facilitator/moderator – monitor and encourage forum and blog discussions
- Contributor – forum discussions, blogs
- Member – spread the word, actively involved or on the periphery

**Evaluation Strategies**
Formative assessment:
- After each planned event, virtual or in-person, a short 3 question survey: 1) What worked and should be repeated? 2) What should be changed for next time? 3) What are two things you took away and how will you use them in your practice?
- Use a net promoter score model after a pre-determined time to assess if trainers recommend the COP to others.

**References**
