



# Learning & Development Virtual Team Retreat

Friday, May 15, 2020

Zoom session

10 to 11:30 a.m.



*Many Windows...  
One Vision &  
New Opportunities*



*Try to be a  
rainbow in  
someone else's  
cloud*

*- Maya Angelou*

# Opening Reflection

Carla Edwards & Travis Brown



# Warm Welcome!

Pamela Hardy

*Many Windows...  
One Vision &  
New Opportunities*

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The mission  
that drives us and  
the values that  
guide us

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## Mission

Novant Health exists to improve the health of communities, one person at a time.

## Vision

We, the Novant Health team, will deliver the most remarkable patient experience in every dimension, every time.

**Safety • Quality**

**Authentic personalized relationships**

**Voice & choice • Easy for me**

**Affordability**

## Values

Diversity and Inclusion

Teamwork

Personal excellence

Courage

Compassion

## Our people

We are an inclusive team of purpose-driven people inspired and united by our passion to care for each other, our patients and our communities.

## Our promise

We are making your healthcare experience remarkable. We will bring you world-class clinicians, care and technology — when and where you need them.

We are reinventing the healthcare experience to be simpler, more convenient and more affordable, so that you can focus on getting better and staying healthy.

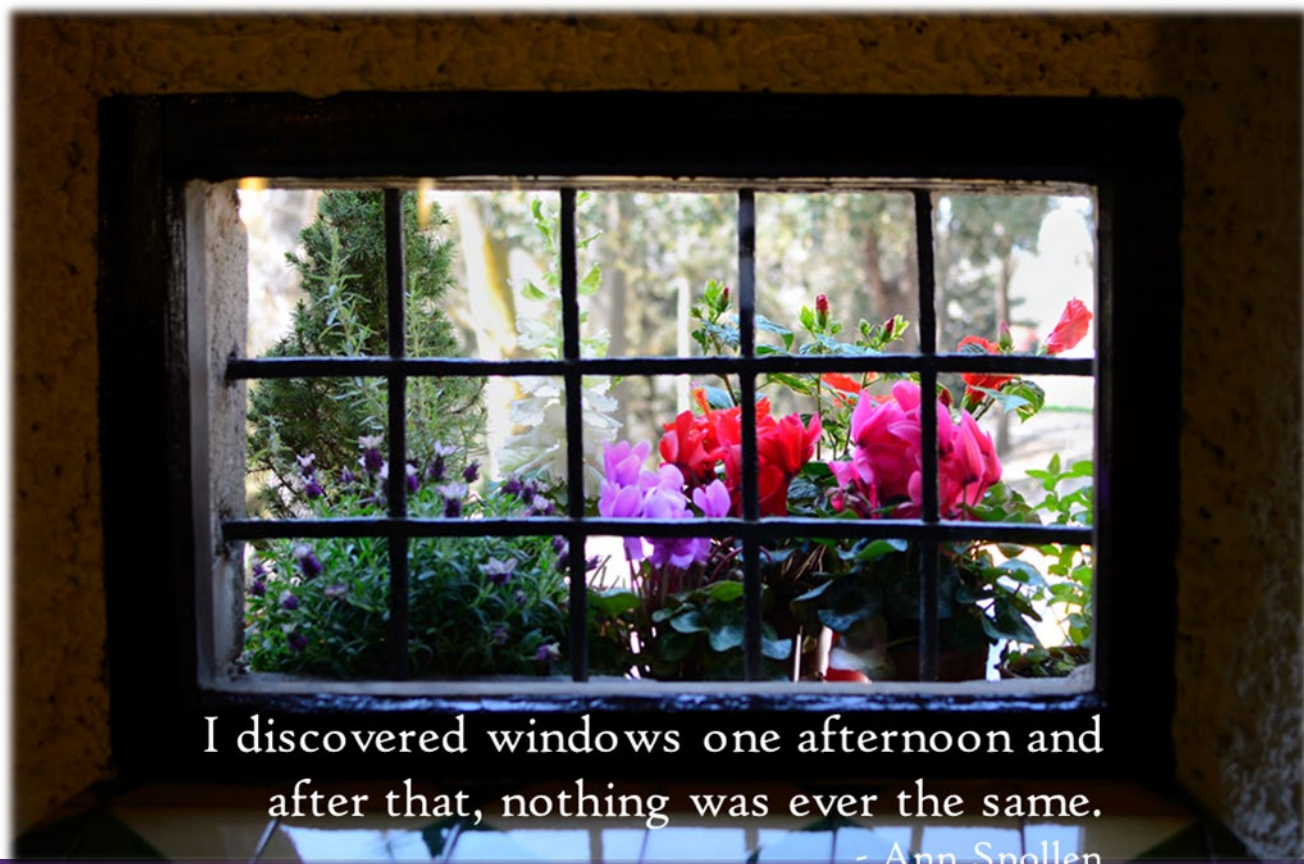




# What we'll cover...

## **During our time together this morning, we will:**

- Share successes and innovative strategies implemented for virtual learning and remote work.
- Reconnect with HR and learning and development competencies
- Discuss self-care in the remote environment
- Have fun, connect with and strengthen relationships with your team members here today



I discovered windows one afternoon and  
after that, nothing was ever the same.  
- Ann Spollen

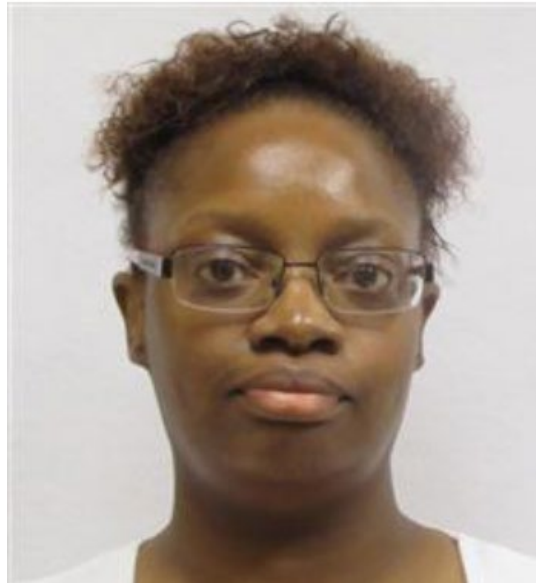
# Introduction of New Team Members

Arkia Armstrong  
Margaret Cobb  
Chris Reyes  
Marla Pergrem

# Welcome new team members!



**Jill Saye**  
Student Programs  
Coordinator



**LaTanya Haynes**  
Library Assistant



**Donna Thompson**  
Dimensions Training  
Coordinator



**Tina Harris**  
Dimensions Trainer

# The Windows Where I Work

Marla Pergrem

*Music: "What a Wonderful World; Somewhere Over the Rainbow" by Michael Domas*



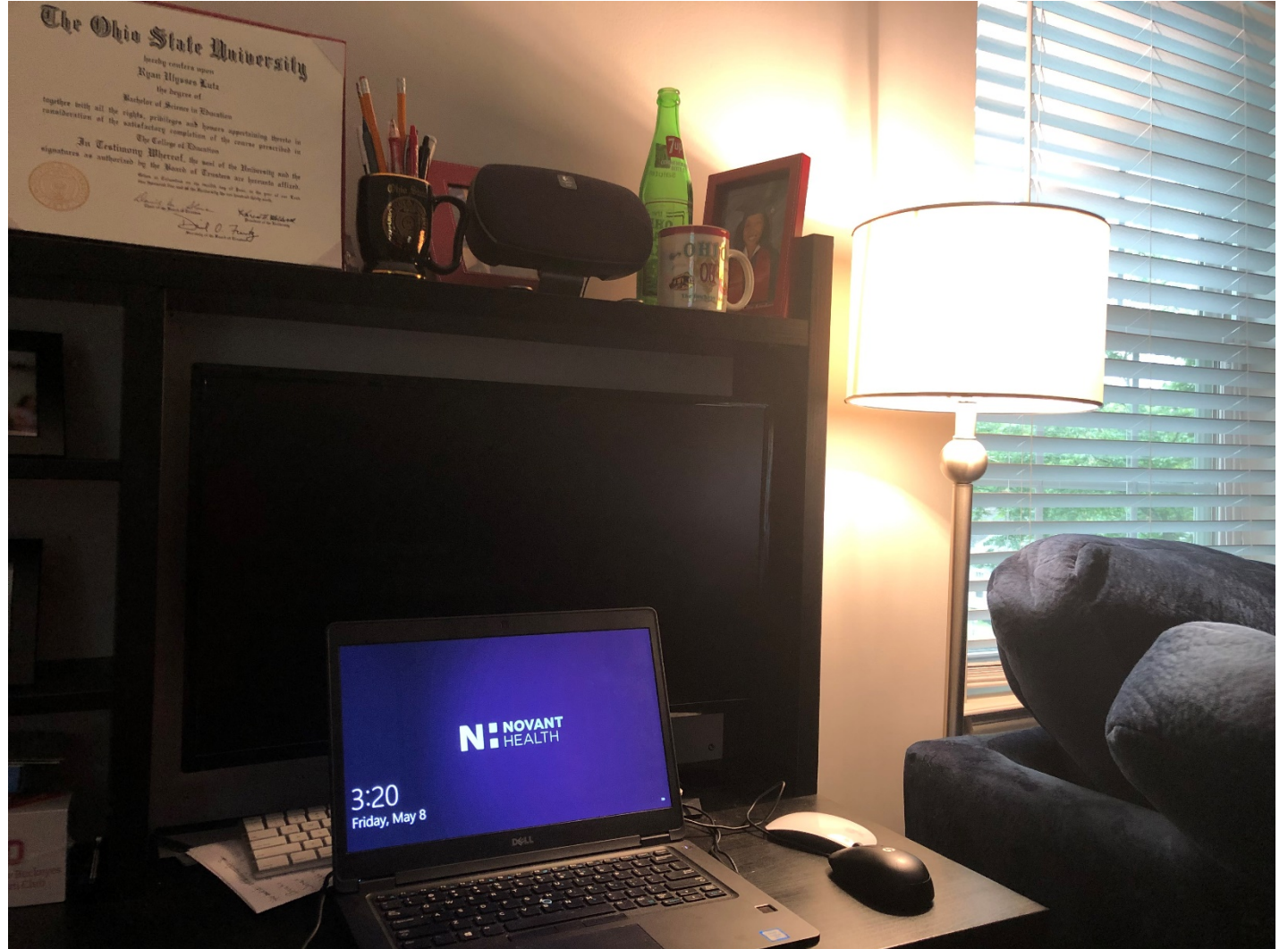


# Ryan Lutz

Credentialed Trainer

Dimensions Acute Training

My office space...



# Carla Edwards

Medical Librarian  
Library Services

Looking out my window...



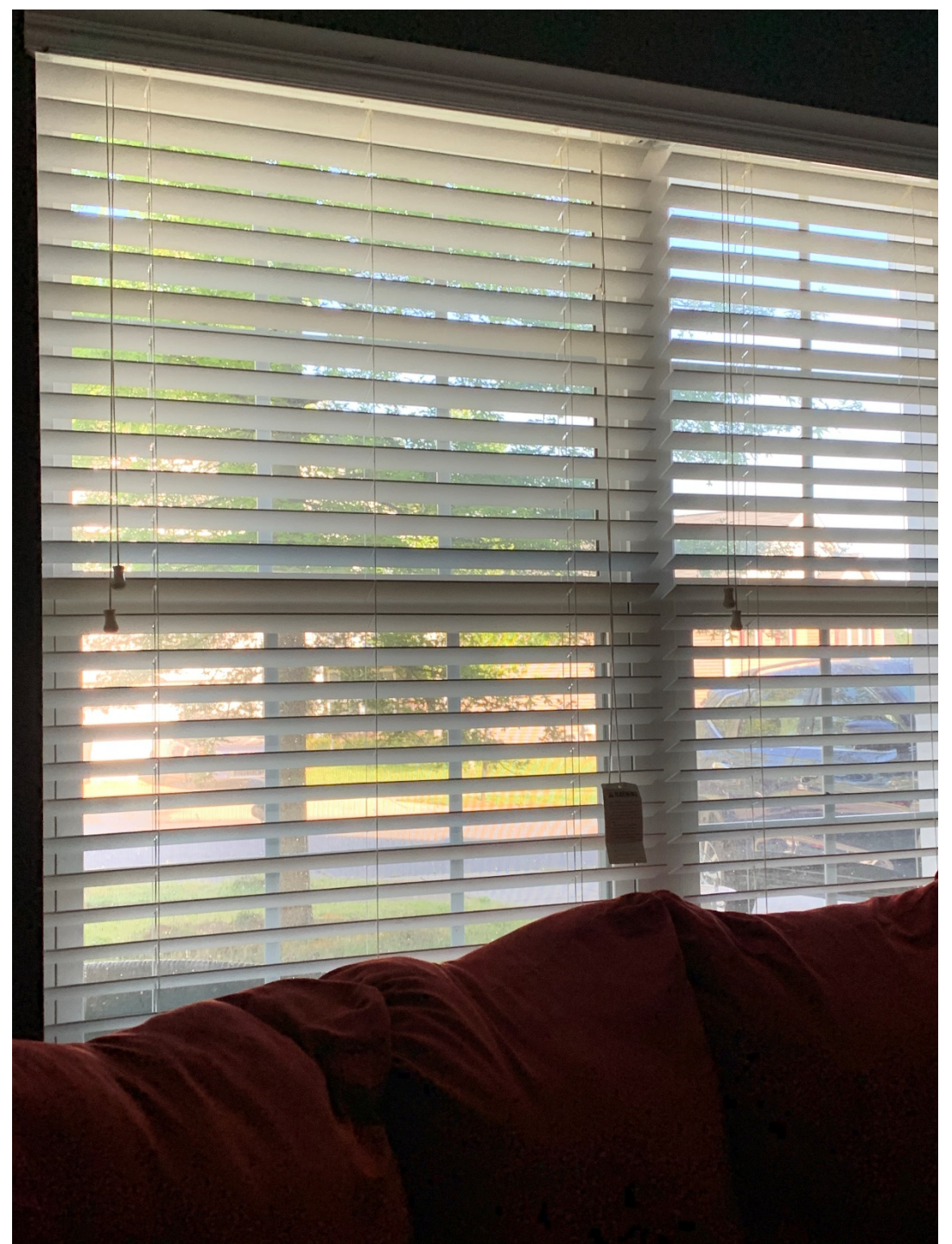


# Latasha “Tasha” Colter

Credentialed Trainer

Dimensions Acute Training

The view from the front window....cars parked and sun shining.





# Mercedes Bailey

Coordinator

Student Programs

We enjoy spending time with our daughter, Rachel, and our miniature schnauzer, Denali.

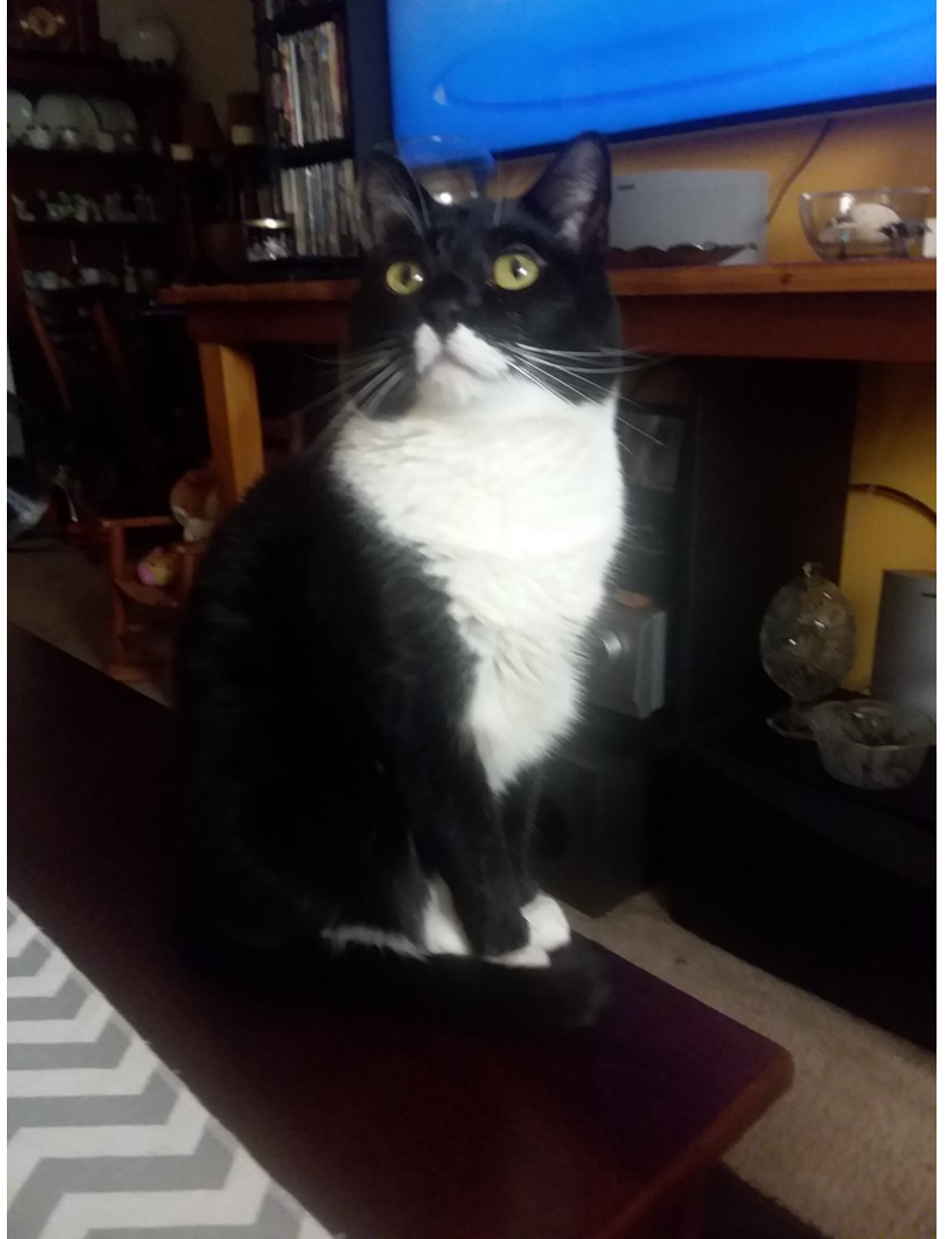




# Kathy Grey

Administrative Specialist  
Education & Training

Meet Tuxedo...one of three of  
my babies.



# Kimberly “Kim” Osborne

Corporate Educator  
Education & Training

## “Poppy’s Pond”

My dad grew up on a farm with a pond so this was his favorite spot to feed the fish at my house.



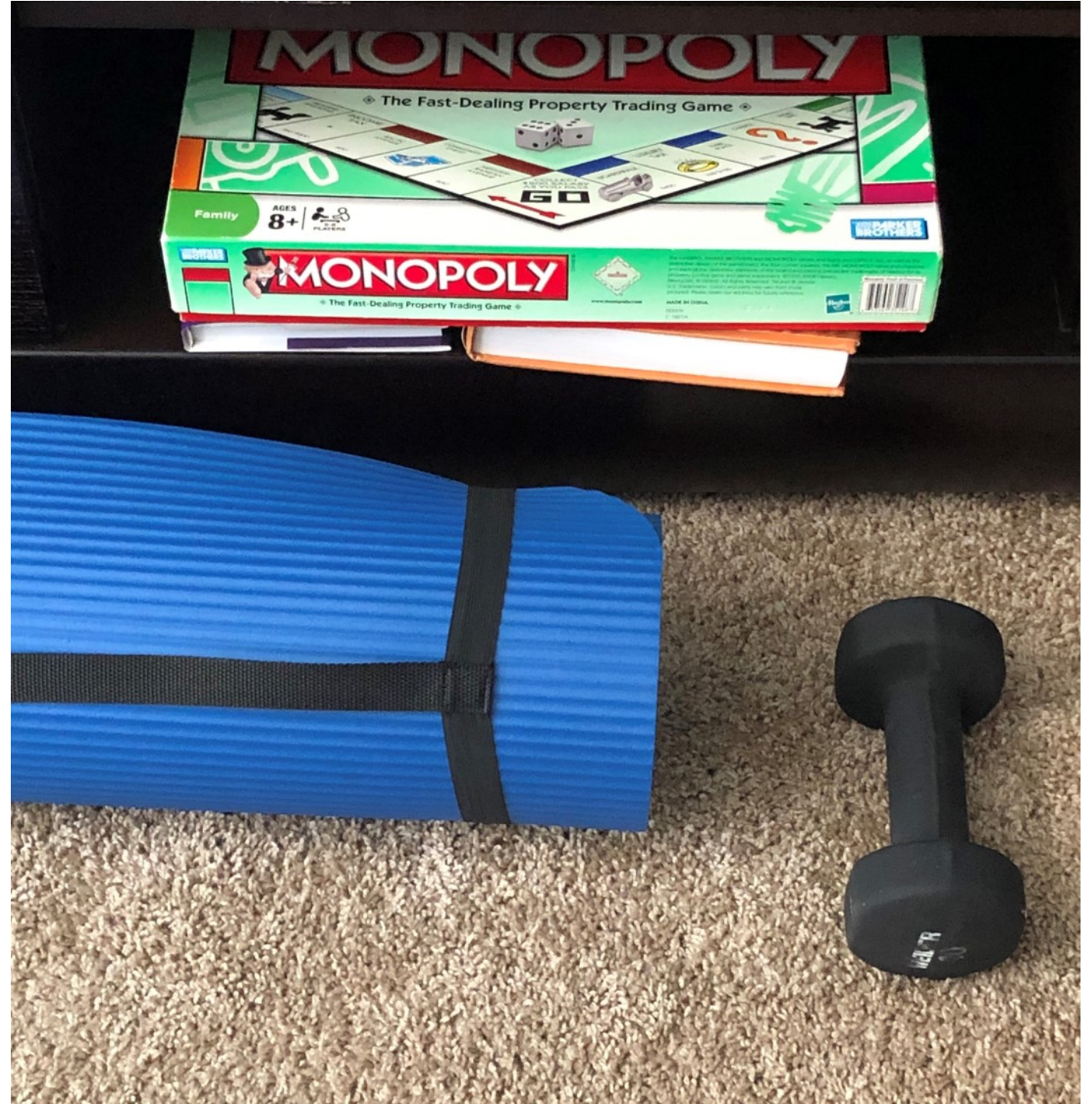


# Shannon Woodson

Credentialed Trainer

Dimensions Acute Training

Living room is now a home gym that transitions for a weekend board game or two.





# Audrey Mendez

Credentialed Trainer

Dimensions Acute Training

Shared office space with my  
sister...

One day I saw a white goat  
walking through the trees.

We learned that it had  
escaped from Latta  
Plantation.



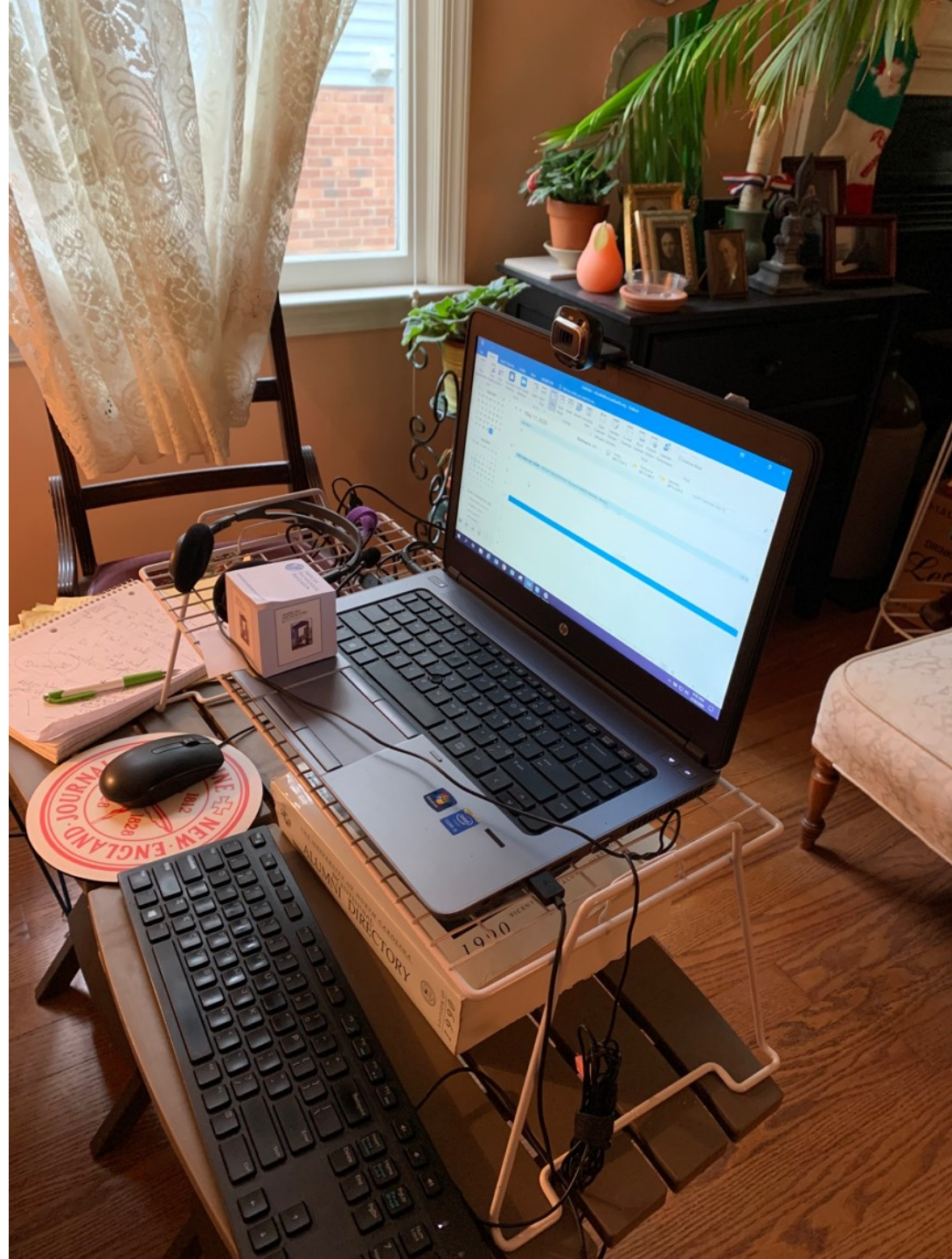


# Margaret Cobb

Manager

Library Services

What a nice spot to work  
at home right by the  
window.





# Marla Pergrem

Manager

Dimensions Training

These trees were bare when we went into “work at home” mode!





# Katherine “Kat” Bringolf

Credentialed Trainer

Dimensions Acute Training

Life with Jack in quarantine while daycare was closed.



# Wyna Howe

Corporate Educator  
Education & Training

My daughter had no App State graduation party...so to honor her...the tree is done in her school colors.





# Lisa Carpenter

Credentialed Trainer  
Dimensions Training

Fresh coffee & my mind is clear and ready to start my day! As the day goes on my mind isn't as clear...LOL!



# Colleen “Murph” McKee

Instructional Designer

Dimensions Training

Receiving an invite to those 5 PM meetings isn't so bad looking out the window of my home office.





# Sherry Harris

Credentialed Trainer  
Dimensions Training

Cheddar says:

“What a ‘purr’fect day to be safe inside watching out for that mean ole Tom cat next door!”



# Quannice Thomas

Provider Onboarding Specialist  
Education & Training

Peace lilies...

given to us during the passing  
of our grandmother and  
uncle.





# Samuel “Bo” Clarke

Instructional Designer

Dimensions Training

I spy with daddy’s eye...

My boys playing in the back yard.





# Lashika Norwood

Executive Assistant  
Education & Training

Despite what is going on  
in the world, life goes on  
and beauty prevails.





# Debra “Deb” Anderson

Credentialed Trainer

Dimensions Training

The early bird gets the worm.





# LaPhaedra Howard

Instructional Designer

Dimensions Training

View from my dining room...  
where I decided to work ...  
closer to the fridge .... LOL!





# Lanier “Peaches” Deal

Corporate Educator  
Education & Training

Puzzles I have been doing  
at home...usually reserved for  
beach trips.



# Grace Rishel

Credentialed Trainer  
Dimensions Training

A peek into my sunny home  
office...my office-mate, Kit,  
dozing on the job.





# David Green

Credentialed Trainer  
Dimensions Training

Working with my laptop  
on top of one the boys'  
guitar amps for a desk, I  
enjoy the view of the  
neighborhood.





# Susan “Sue” Leach

Corporate Educator  
Education & Training

This is my backyard and where I  
regain my sanity.





# Amanda Raciboski

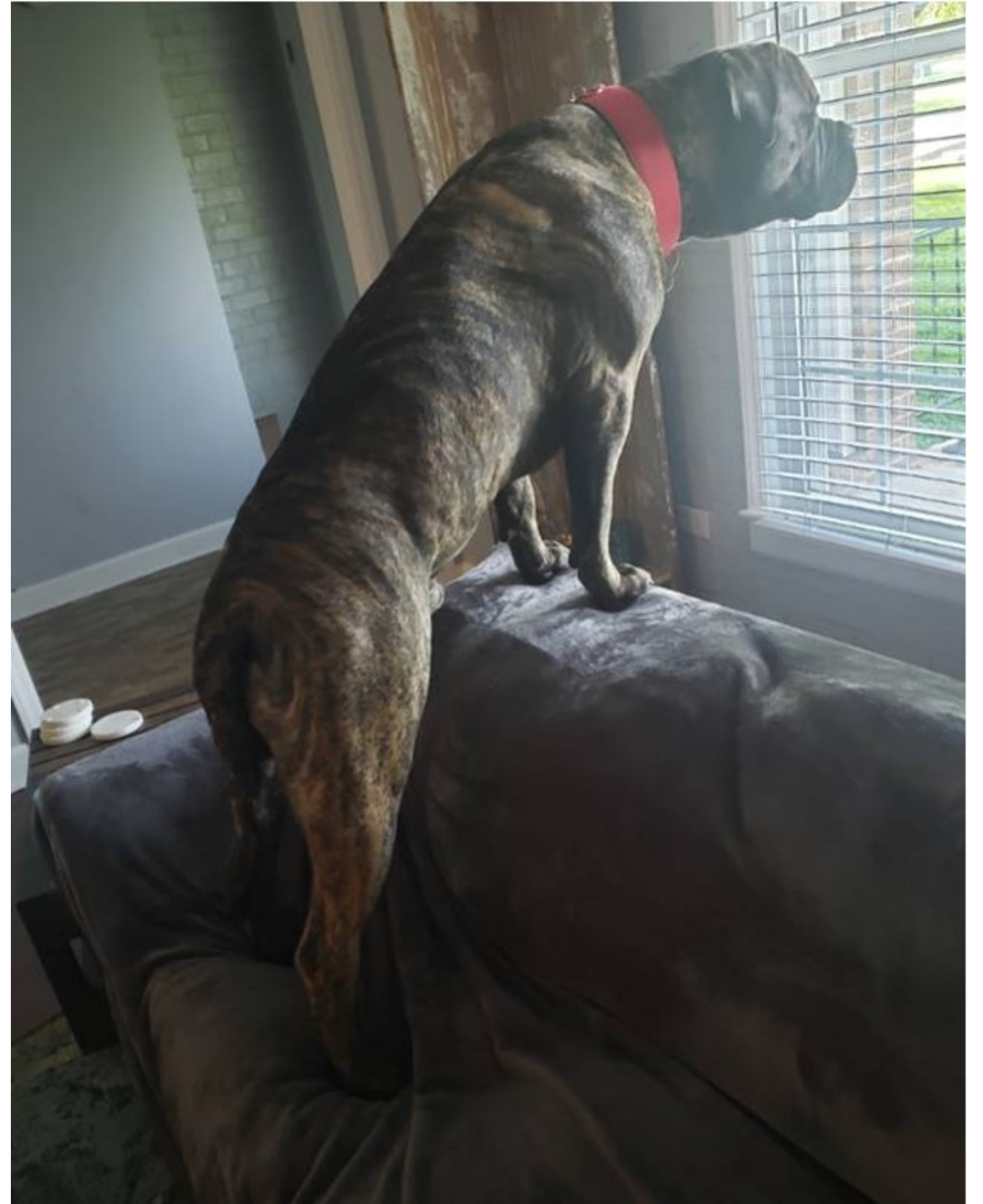
Instructional Designer

Dimensions Training

Always being watched by...

The Bruce!

He's a snuggler too!





# Yolanda Wright

Corporate Educator  
Education & Training

Looking at life from the  
*blind side*. #stayindoors





# Derrick Rodgers

Mgr Learning System Technology  
Education & Training

♪ It's a beautiful day in the  
neighborhood... ♪





# Arkia Armstrong

Director Student Programs  
Education & Training

Out my window...  
(who can find the dog?)





# Teekukumar “Teeku” Patel

Education Systems Analyst

Education & Training

Good feeling to see what the effort I put in to getting a decent lawn has resulted in... compared to my neighbor's...



# Alice Baxter

Instructional Designer  
Dimensions Training

We have the most  
front yard trees in the  
neighborhood!





# April Corn

Business Sys Analyst  
Education & Training

My sister's front  
porch....  
Memories...  
sitting and  
reminiscing about  
"the good ol' days".





# Michelle Butler

Instructional Designer  
Dimensions Training

Our screened in  
porch...a place of  
calm and relaxation.





# Cynthia “Cyndi” McMurray

Administrative Specialist for  
Student Programs  
Education & Training

My flower garden is  
what keeps me calm in this  
stressful time.

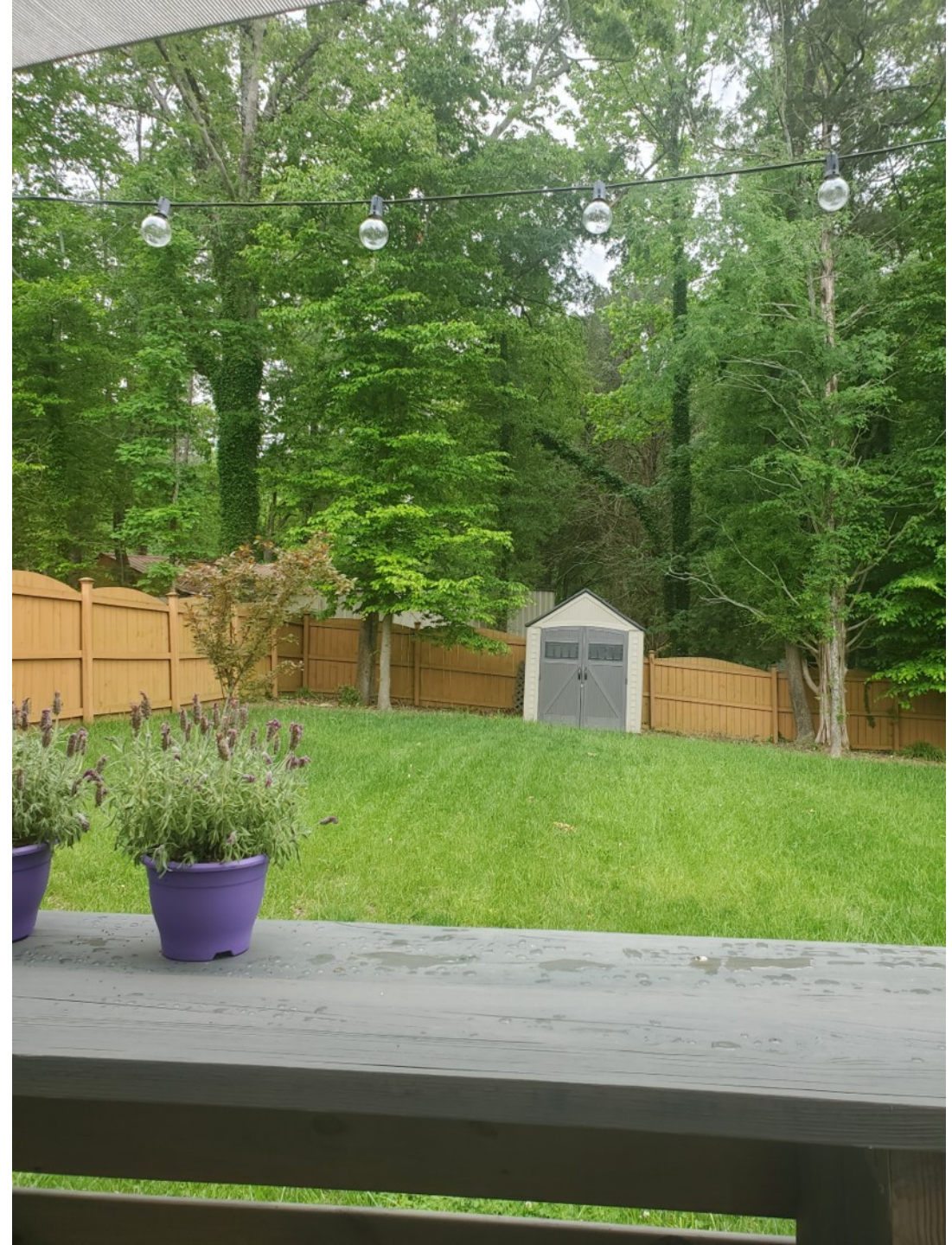




# Deonte Tyson

Corporate Educator  
Education & Training

Looking out this window is my  
place of decompression and  
relaxation.





# Jonathan Miller

Instructional Designer  
Dimensions Training

My dog, Leo...thinks my only responsibility is letting him in and out all day!



# Kathryn “Kathy” Leist

Instructional Designer  
Dimensions Training

Carly... she stays with me at the window all day while I am working ...always watching!’





# LaTanya Haynes

Library Assistant (started 5/11)

Library Services

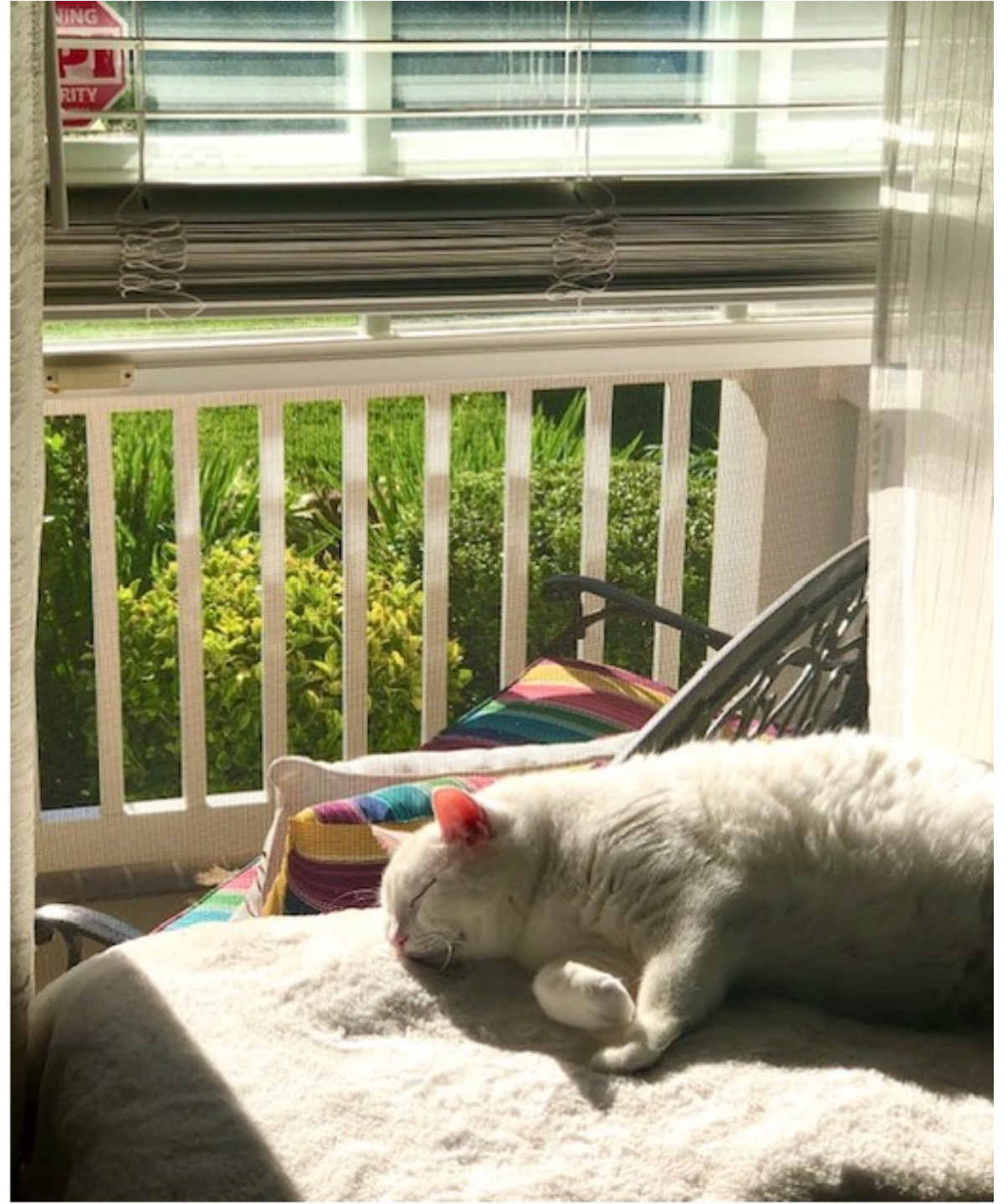
I just moved into a new place so I don't know how to get up these cordless window shades.



# Maryna Hohner

Credentialed Trainer  
Dimensions Training

Romeo's early morning sunbathing  
and working on his tan.

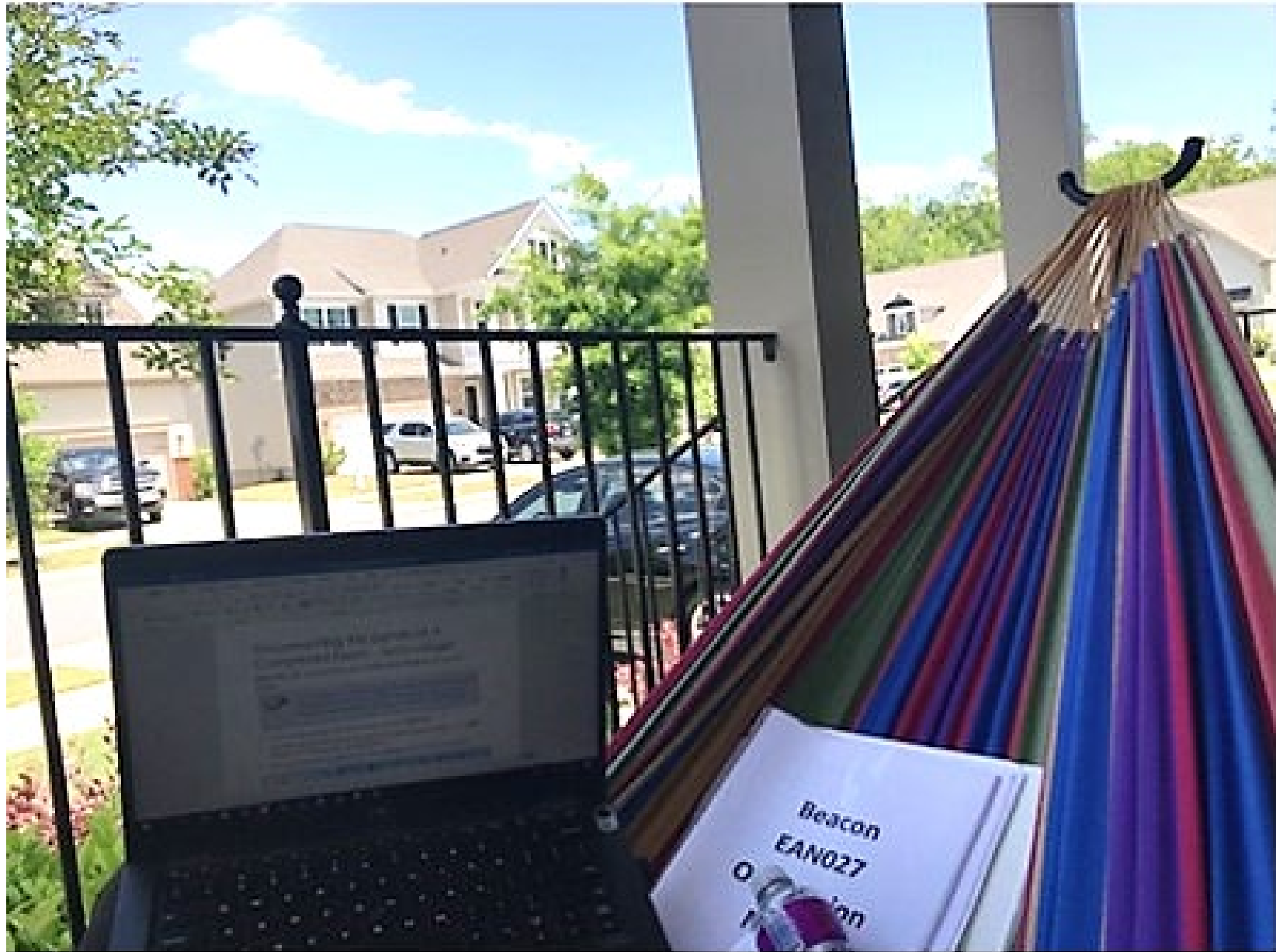




# Melissa Sutton

Credentialed Trainer  
Dimensions Training

Sitting on my hammock  
while updating Lesson  
Plans, Exercise Books and  
Outlines.



# Pia Watson

Instructional Designer  
Dimensions Training

Peach & plum tree, garden,  
bikes Mama and I used to  
ride, pots of flowers and a  
rocking chair





# Reggie Talbert

Corporate Educator  
Education & Training

Scout is my loyal work  
assistant.



# Rachel Allen

Instructional Designer  
Dimensions Training

One of my dogs...  
I'm not sure if he thinks he  
is a cat or a billy goat!





# Rick Lashley

Instructional Designer  
Education & Training

Zoom, zoom, zoom!





# Jennifer “Jenni” Hucks

Credentialed Trainer  
Dimensions Training

Rainbow over the farm...resting  
from a ride and Saylor sitting at  
Aunt Jen’s piano!



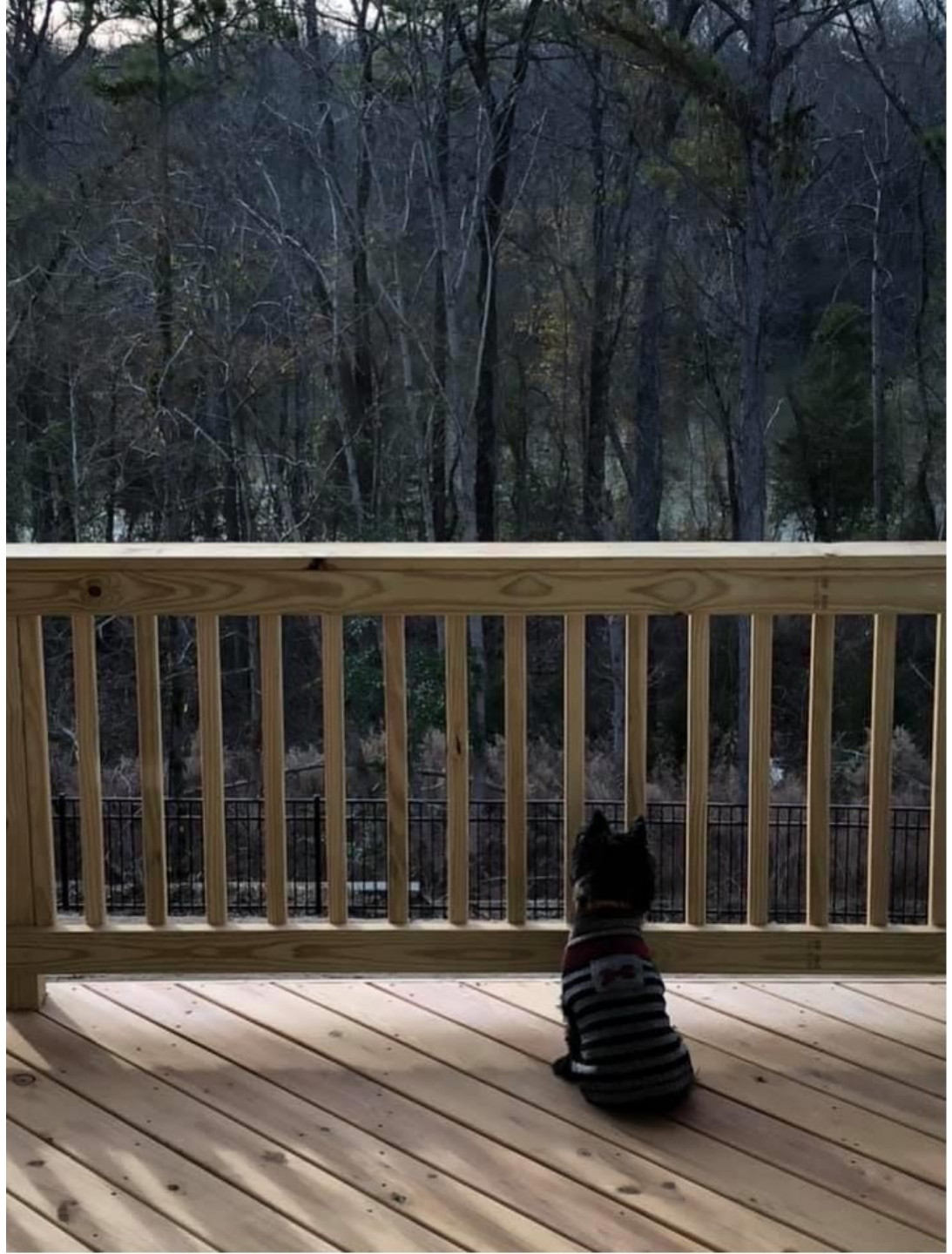


# Tammy Loayza

Manager

Dimensions Training

Looking out into the backyard,  
Reggie loves to keep watch over  
his kingdom.



# Sandra Dorr

Corporate Educator  
Education & Training

Sunrise from the front porch...





# Tim Hall

Instructional Designer  
Education & Training

A peaceful place to walk  
with my family & play  
fetch with the dog.





# Raina Ward

Instructional Designer  
Dimensions Training

No matter when or where I'm working, Oakley, aka "Oakley Dokley", is always close by.





# Connie Hedrick

Corporate Educator  
Education & Training

Come join the  
Hedricks for a glass of  
wine in our backyard.







*Many Windows...One Vision...New Opportunities*





My favorite  
journey is  
looking out a  
window



# Successes & Strategies for Remote Work

Melissa Sutton & Tammy Loayza

# Corporate Education

Yolanda Wright





# Novant Health Dimensions Acute: Remarkable Instructors in uncertain times

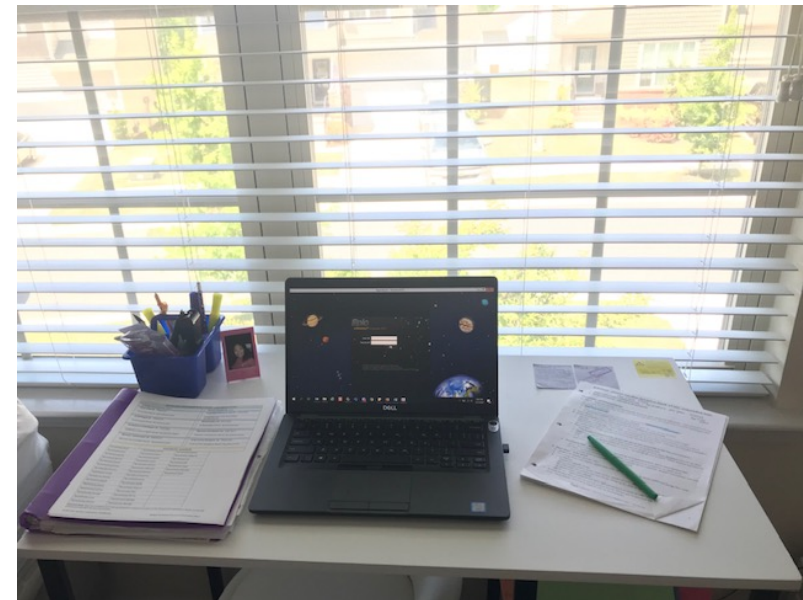
Melissa Sutton  
Credentialed Trainer



# Our Success

**Experience Design: Taking into account the entire team member experience rather than only the experience provided by one program, course or interaction, linking various kinds of content together to create integrated experiences.**

- Safely do our jobs at home
- Learned how to teach via Zoom and adapt our lessons
- Positive feedback from Acute Care managers
- Attributing to front line workers during global Pandemic
- Increased teamwork







# Novant Health library services: *unprecedented, unexpected -- but not unprepared*

Margaret Cobb, manager

# Challenges and learnings – COVID-19

1

## Challenges faced

- Working remotely
- Providing team member access to high-demand items (print and online)
- Impact of COVID-19 on the U.S. health science interlibrary services network
- Dissemination of latest research on COVID-19

2

## Key learnings

The COVID-19 crisis and its challenges has:

- Enhanced our ability to work quickly under pressure to obtain results
- Helped us realize that everything DOES NOT HAVE TO BE PERFECT
- Helped us to think OUT OF THE BOX
- Underlined the important of staying in touch and keeping our heads ‘together’ during a scary time
- Driven home the wisdom of the Boy Scouts’ motto: ‘BE PREPARED’



# Learning and development competency supported

## “Contextualizing/Curating Content”

### **Definition:**

Ability to gather information relevant to a particular topic or area of interest, aggregating and contextualizing the most useful content available from multiple sources from inside and outside of the organization.

# Associated behaviors

- Gathers, evaluates and organizes the most useful information from both internal and external sources into one easily accessed location
- Contextualize the curated content/collection by organizing, tagging, adding supporting information, linking and rating content
- Maintains the information and learning assets in the collection to ensure they remain relevant and up to date
- Facilitates the appropriate degree of access of content to users/target audiences
- Commands mastery of the subject matter as a requisite part of appraisal and selection of content
- Evaluates and culls information for inclusion in the collection
- Facilitates the appropriate degree of access of content to users



# Thank you!

## Library services team 2020

Barbara Mathis | LaTanya Haynes (new!) | Margaret Cobb  
| Craig Rhyne | Carla Edwards



# Student Programs

## Success stories:

Team members continue to work remotely and 1 team member assisting another HR department during COVID 19 transition (*agility, adaptability*)

- Document work flows, scripts, and building blocks(*program management*)
- **Connect with key departments in the organization who work with students via community engagement** (*alignment with business strategy*)
- **Execute plan for implementation of myclinicaexchange** (*program management, evaluation and measurement, alignment with business strategy, analytics acumen, digital fluency*)

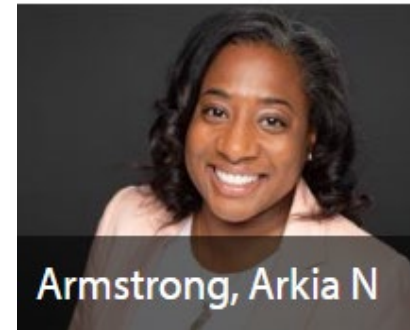
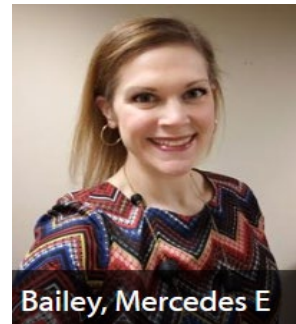


# Student Programs

## Success stories:

Partner with HR team to create volunteer process for students/faculty if COVID-19 surge occurs:

- Volgistics operation
- HR 3111 policy-Volunteer Non-Physician Practitioners and the Assignment of Disaster Responsibilities (*alignment with business strategy, program management, agility, adaptability*)



Don't miss the  
open windows  
trying to bang down  
locked doors.



# Learning in the New Normal

Sandra Dorr



# #1 The world has changed



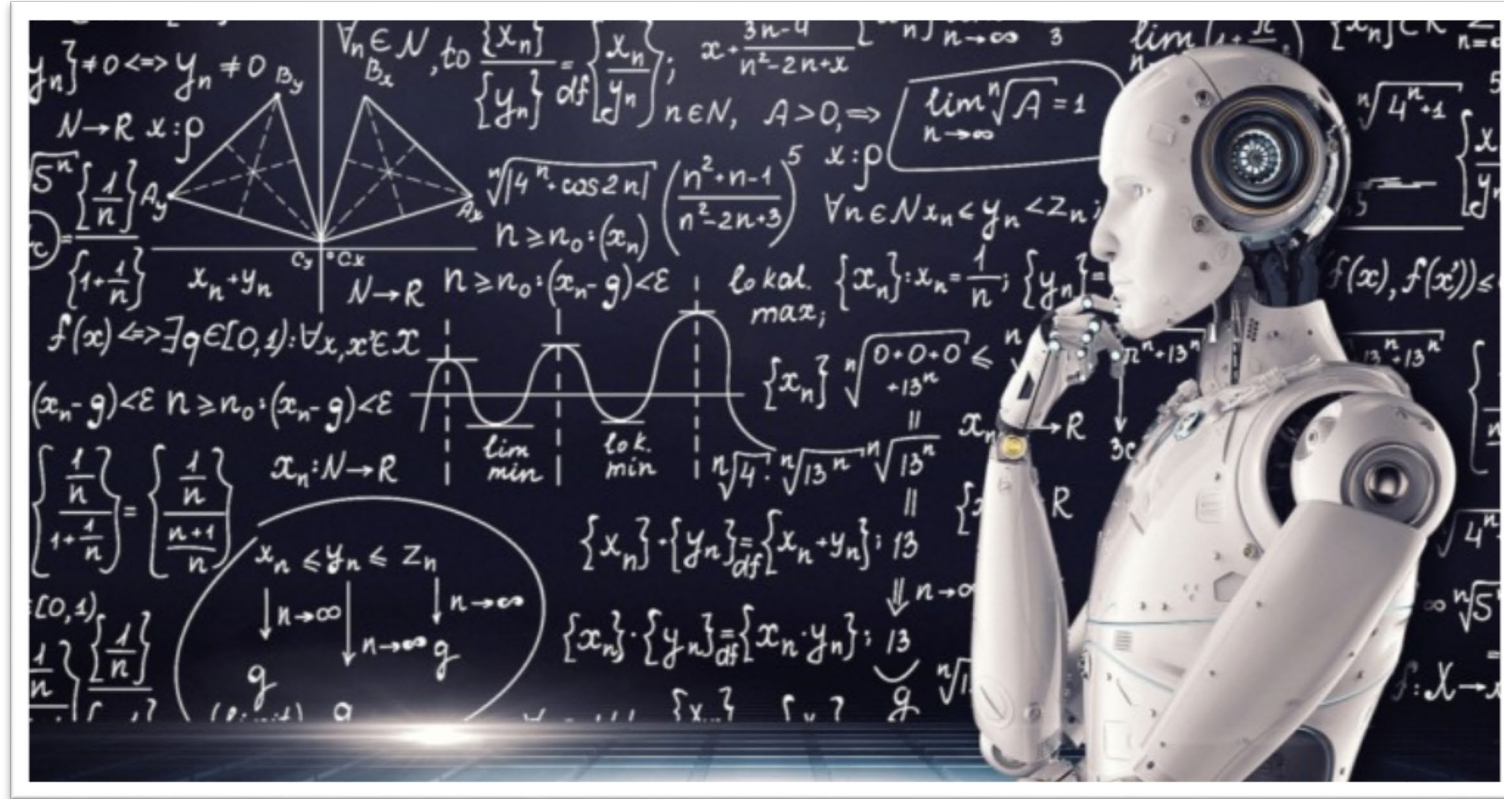
## #2 The workforce will change



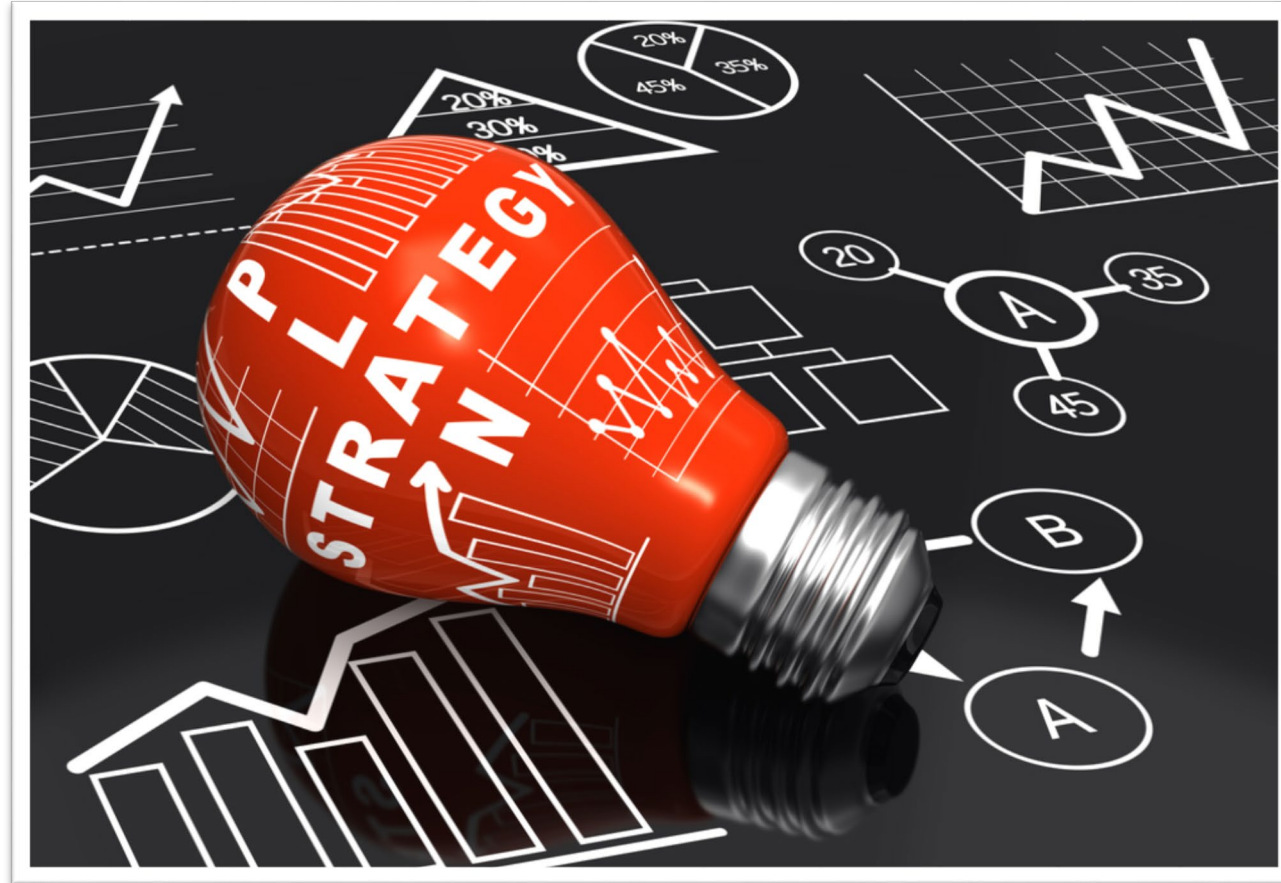
Vienne, D (2020, May 7). 5 changes to expect in the workplace after COVID-19. Retrieved from <https://www.fastcompany.com/90496811/5-changes-to-expect-in-the-workplace-after-covid-19>



# #3 Learning and development will change



# #4 Strategic planning will change



Tonkin, T. (2020, April). Smart solutions for tough challenges — How hospital leaders can become drivers of innovation and creativity {Webinar}. Cornerstone.



# #5 Operational readiness will change



Tonkin, T. (2020, April). Smart solutions for tough challenges — How hospital leaders can become drivers of innovation and creativity {Webinar}. Cornerstone.

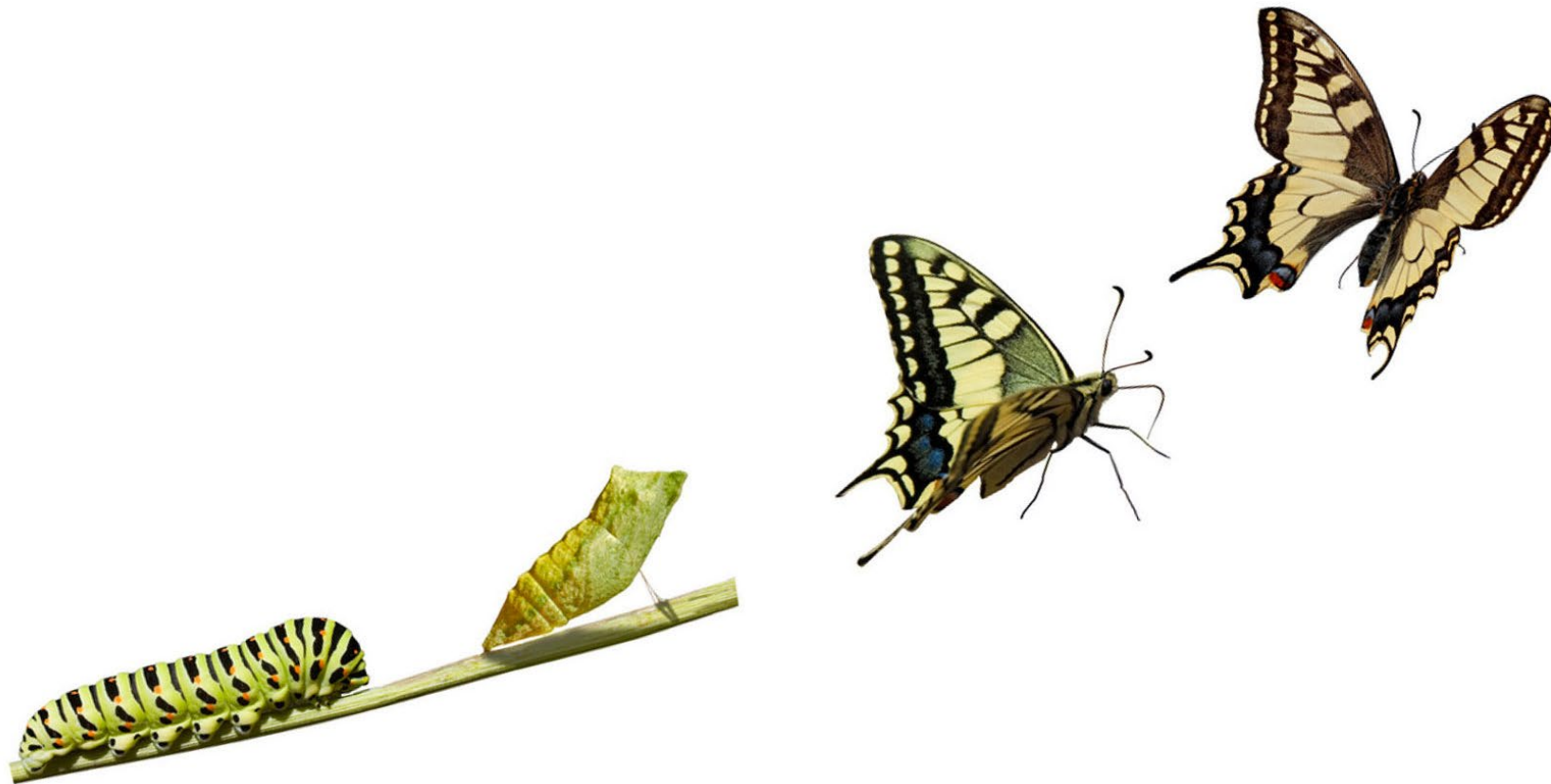
# #6 Crisis readiness will change



Tonkin, T. (2020, April). Smart solutions for tough challenges — How hospital leaders can become drivers of innovation and creativity {Webinar}. Cornerstone.



# #7 You have and will change





If a window of  
**opportunity**  
appears, don't pull  
down the shade.

~Tom Peters

# Four Levels of Evaluation

Wyna Howe & Halee Whitman



# Kirkpatrick Evaluation Model

A long, straight asphalt road stretches into the distance through a desert landscape. The road is flanked by red, rocky terrain with sparse green and brown vegetation. In the background, there are several prominent, flat-topped rock formations (mesas) under a clear blue sky with some light clouds. The road has a yellow center line and white edge lines. The overall scene conveys a sense of a long, clear path leading towards a distant horizon.

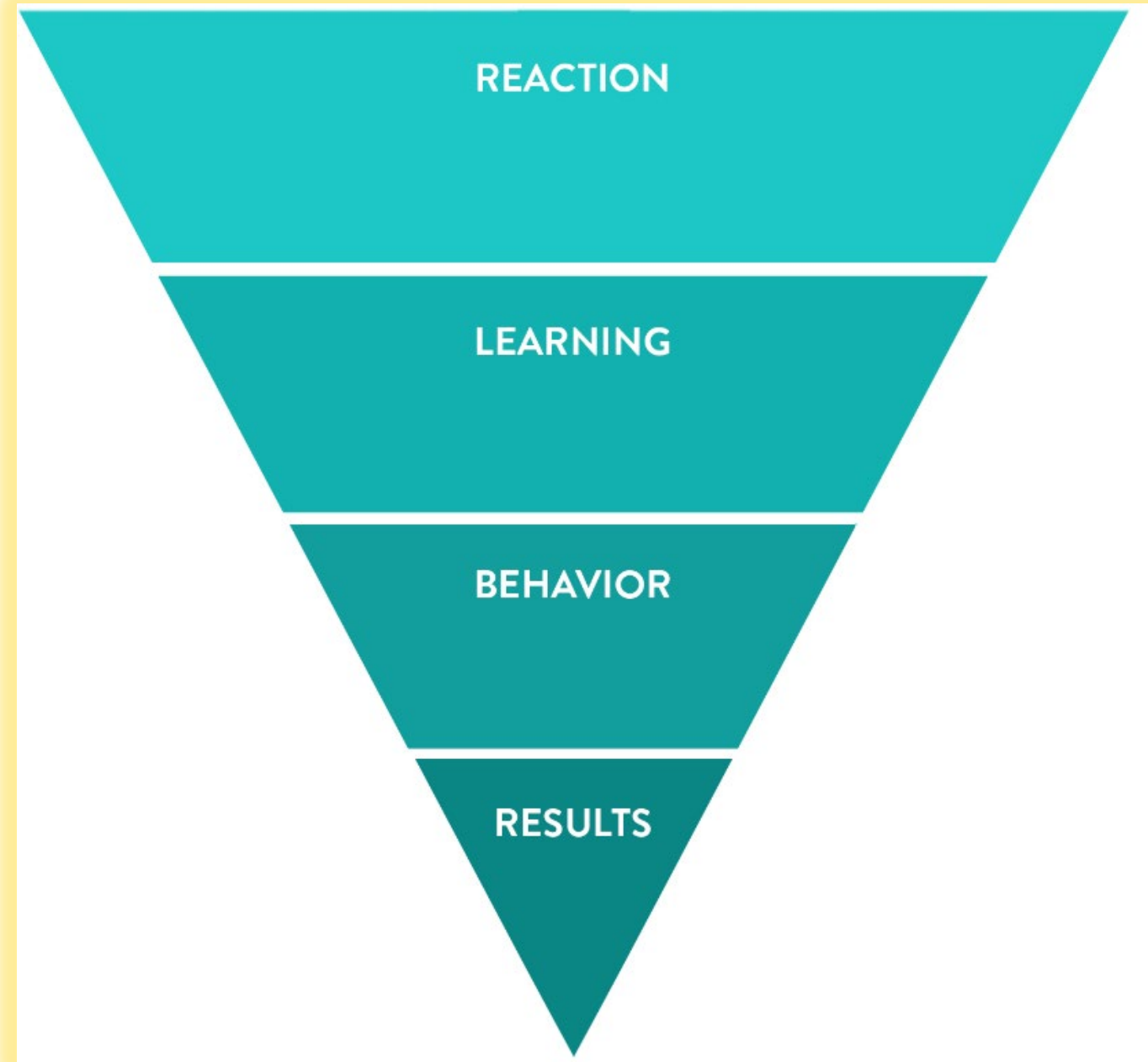
The road to getting the training results that you want

# A training conversation....





# Kirkpatrick Evaluation Model



**GAMESHOW**



# Name that level....

**“I’m going to start using this in my job.”**

**Level 3** – behavior change, they are applying the knowledge to their job



**Name that level....**



**“I really liked the training.”**

**Level 1 – reaction to the training.**



# Name that level....

“Our issues with this have decreased in the last month.”

**Level 4** – Results and impact on the business.



## Name that level...



“My confidence for this has doubled.”

Level 2 - Learning, did knowledge increase?



# Who Do I Choose to Be?

Introduction: Margaret Cobb

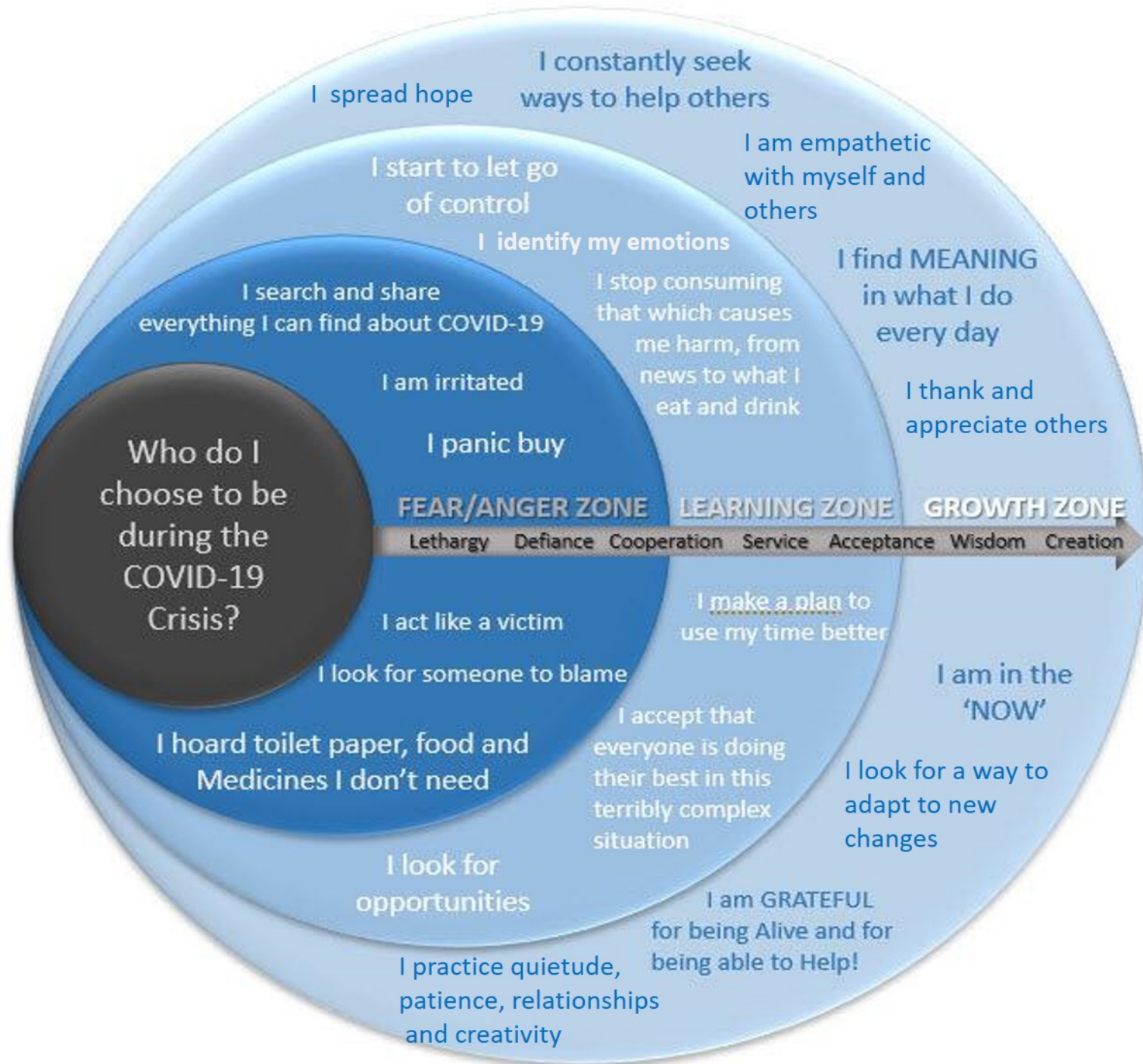
Presentation: Paul Turney



# Goal of Resilience Development







Supporting L&D team members

# CODE LAVENDER

Wednesday, May 20 Noon to 1:00 PM

*Note: An optional zoom calendar invitation has already been sent by Derrick Rodgers, please notify him if you did not receive your invitation.*





# Closing Video

Derrick Rodgers

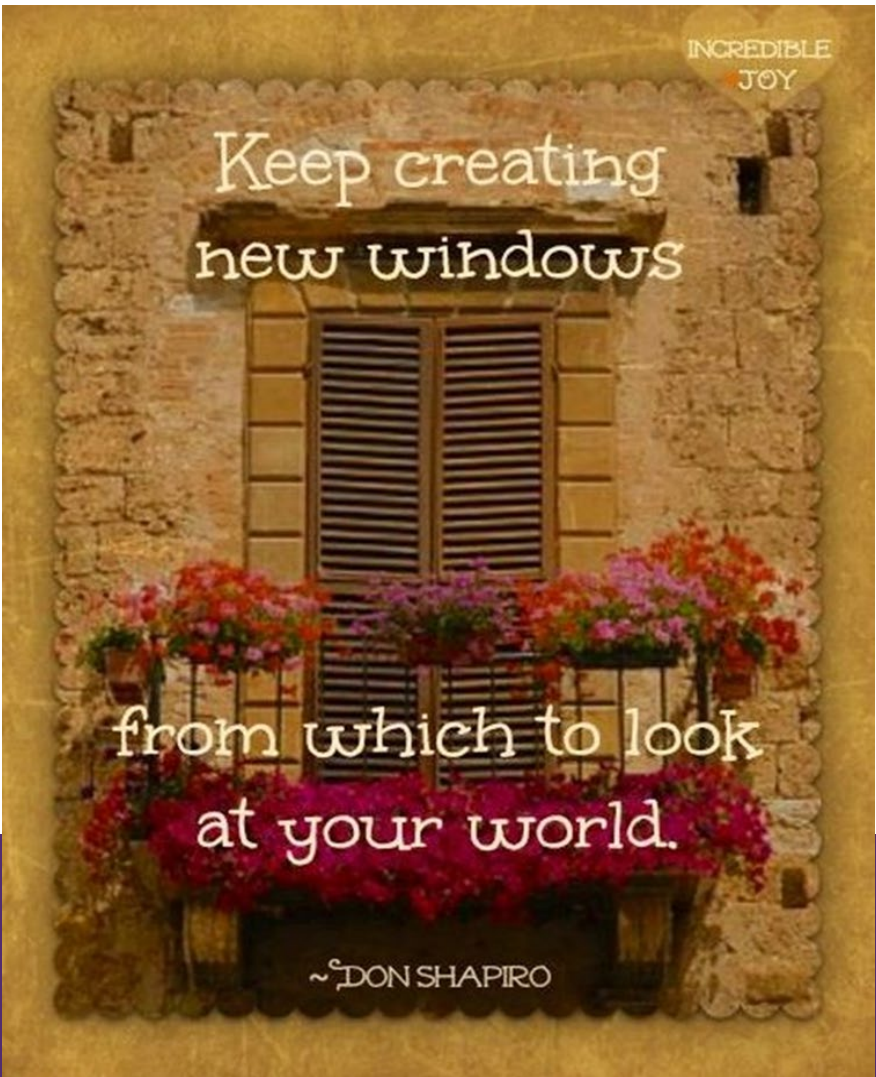


“May your walls know joy,  
may every room hold laughter,  
and every window open to great possibility.”  
—Mary Anne Radmacher

# Farewell & Next Steps

Pamela Hardy





# Evaluation

Wyna Howe

# Survey link and QR code

Your input regarding your experience during this retreat is *greatly appreciated* to help us make these events more beneficial.

Please use your mobile device to scan the QR code shown here to access the survey for the retreat.

**A link is also available to the survey:**

**<https://www.surveymonkey.com/r/QN2Q7PX>**

