

VTrans Training Center Quarterly Employee Newsletter

Mentoring

Virtually all successful people have had a mentoring influence at some point in their lives. Mentors can help you to stretch and grow and encouraging you to move outside your comfort zone to explore and learn.

Mentoring is a great opportunity to seek support and guidance from experienced and skilled employees (mentor). Mentors provide direction, guidance and resources to support the mentee develop skill set, competency building and professional growth.

The key to successful mentoring is to recognize and respect each other's strengths and differences, clarify expectations and roles and establish a plan of action. Simply put, mentoring involves nurturing and encouraging another person in a way that allows the person to transform and grow in order to reach his/her full potential.

"The delicate balance of mentoring someone is not creating them in your own image, but giving them the opportunity to create themselves."

-- *Steven Spielberg*

[Click here to read the Mentoring Handbook](#)

If you are interested in learning more and seeing the resources we have available, please click the link below to read through the Mentoring Handbook.

TESTIMONIALS FROM PREVIOUS MENTORS

Which part of the program did you find most valuable? Why?

- The ability to be given full autonomy to design the mentoring in the manner I knew would bring key results was integral to the tremendously positive outcome for my mentee.
- Taking time to connect with people about what it is they do, how they handle their professional and personal lives, and sharing experiences that can help both people grow.

WAYS TO BE AN IMPACTFUL MENTOR

- **Approach each mentorship differently.** Each mentor/ mentee relationships is unique, and comes with it's own challenges and rewards.
- **Set expectations together, and at the very beginning.** By setting goals and expectations, you create a relationship that is built on agreed upon guidelines which can help if any issues arise. Expectations can also assist with looking at what the hoped end goal looks like.
- **Improve your emotional intelligence.** By being emotionally intelligent, you are more

likely to learn more about your mentee as a person, not just as a coworker. You will also be able to 'unlock' more personal information to get to the cause of their wants and needs.

- **Share your own mistakes!** No-one is perfect, and by sharing your mistakes, your mentee can learn from how you grew from those mistakes. They may be in a different branch, so may not have the same experiences, but learning how to cope with mistakes can be shared easily.
- **Lead by example.** Similar to sharing your own mistakes, your mentee can learn from your interactions with others, your successes through the ranks in the office, and even personal accomplishments that assisted with your becoming a mentor.



QUESTIONS?

If you are interested in getting more information about becoming a mentor or requesting a mentor, please reach out to the Employee Development Branch Manager, [Colleen Montague](#).

[Apply to be a Mentor/ Request a Mentor](#)

AOT Employee Spotlight

Here at the VTTC, we are always looking for new ways to recognize our employees and the amazing work they do for the Agency. Our first spotlight will be on Rob Dabrowski, Safety Branch Manager. Rob has been working for the State of Vermont for roughly three-years and has been here at AOT for 8-months.



1. **What motivated you to come work for AOT?** Being able to make a difference and my passion for the world of Safety
2. **Can you provide a little bit about your background/ life before AOT?** I held a few positions prior to my current role; Asst. State Fire Marshal with the SOV, State of Maryland as a Licensed HVAC Journeyman, College Park Airport (CGS), volunteer Firefighter & EMT (live-in shift member for part of that time) and a Fire Protection Engineer (FPE)/Life Safety Consultant working for the world's largest FPE Firm.
3. **What would you do (for a career) if you weren't working here?** If I wasn't at AOT I would have worked through the ranks at the State Fire Marshal's Office; managing/maintaining a safety program for another commercial company/university; and/or working remotely as a Fire Protection Engineer.
4. **What advice would you give 'younger-you' when you were just starting out in the work force?** Continue to push yourself to maintain your math skills to ensure you can get all of your credentials ahead of time. If you don't use it, you lose it.
5. **What is something you learned in the last week?** People may be asking safety questions for issue A, but we need to dig further (don't be afraid to ask more questions) because they have a larger safety issue that needs to be addressed (issue B). We, as an Agency need to work on

our safety culture; part of that is being able to ask more questions.

6. What three traits define you? Do those reflect in your top Gallup strengths? Attitude (positive/generally optimistic); Listener; Self-aware – I think these traits are reflected in my Gallup strengths. My top five strengths are Relator. Harmony. Woo. Positivity and Consistency.

7. What advice do you have for employees that want to move up, or are feeling stuck? Keep an eye open for other opportunities; not just at work. Volunteer for other things and committees, what you learn there will help you grow in other places; however, it's up to you to show potential employers how those relate to the job you are applying for.

Have an idea on an AOT employee we should spotlight? Let us know!

Work Life Balance

Day Care Options in Vermont

Do you have questions about child care and the services available? The Vermont Department for Children and Families has an online portal to search for child care providers in your area, and answers to questions you may have along the way!

[Click here to see the Bright Futures Child Care Information System!](#)



Tips for Preparing for Training

Are you ready for your next learning opportunity? At the VTTC we use the 70:20:10 Model for Learning and Development. This model is commonly used as an optimal source of learning any new skill.

Individuals obtain 70 percent of their knowledge from job-related experiences, 20 percent from interactions with others, and 10 percent from formal educational events. Before your next training make sure you have a plan to put the learning into action as soon as possible.

"Tell me and I forget. Teach me and I remember. Involve me and I learn."

-- Benjamin Franklin

Things you should consider:

- Think about where you will use the content - is there overlap to your daily tasks?
- Have a conversation with your supervisor ahead of time to understand their expectations.
- Focus on main messages to be able to bring back to you team.
- Ask your team to review the training description, and supply questions to bring to the training.
- Ask the trainer questions about transferring the knowledge to your work-site.
- Actively apply new knowledge.

- Suggest new projects / topics related to new knowledge .
- Be prepared to discuss the training with your supervisor on your return.

Training Opportunities

We are sharing a select few trainings here; keep watch for our monthly Learning Opportunities eNewsletter, that will share all we have to offer! If you're interested in seeing a calendar of events, please visit the Learning Management System (LMS).

[View the training Calendar](#)

PATHWAY TO SUPERVISION

Looking to develop and progress your career at VTrans? Participate in this **five-day** course customized by a team of agency representatives to deliver the fundamentals of supervisory responsibilities. This program is for those looking to advance their careers, team and crew leaders, and specialists within the Agency of Transportation.

All sessions are held at the VTrans Training Center, 8:30 a.m. - 3:30 p.m.

Session 14: March 27 | April 10 | April 24 | May 8 | May 20

Session 15: April 29 | May 21 | May 28 | June 13 | June 24

[REGISTER HERE!](#)

MANDATED INCIDENT COMMAND SYSTEM TRAINING

As the Secretary shared, our agency is in the process of developing an Incident Command System (ICS) implementation plan so that we can most effectively prepare for, respond to, and recover from disaster. The effort is being led by our Emergency Management Director (EMD), Todd Sears, working with a team of functional Subject Matter Experts (SMEs) from across the agency. All agency personnel are required to take and pass ICS 100 every two years. *If you have taken ICS 100 within the past two years, you are covered.*

There are three primary ways to take and test on ICS 100.

- **Individual FEMA Online Delivery:** This is the preferred method of delivery and personnel are highly encouraged to take the course this way. It is web-based, pretty direct, effective, and takes about 2-3 hours to complete. Definitely the most bang for the buck.
- **Team Online Delivery:** Go through the curriculum with your team. Get a group together in the same place and take the on-line course, discussing the material together as you go along. Have your own computer though, because you'll need to take the test on your own.
- **Instructor-led:** Some are more comfortable with a personal approach. It is usually a 6-7 hour session between delivery, testing, and course critiques. We have several deliveries on the docket so far. Most are in the Montpelier area at VTTC or Dill, but we will also be doing one Northern delivery and one Southern. [Access the LMS](#) for specific dates and registration details.

Don't forget to upload your certificate of completion on your LMS transcript. [Click](#)

[here](#) for instructions on how to add ICS 100 to your transcript as an 'External Training.' This will be beneficial as we monitor completion rates.

LUNCH & LEARN PROGRAMS

The VTrans Training Center is putting together a schedule of Lunch & Learn topics to interest everyone! Bring your lunch and join us for a quick presentation, followed by Q&A and fun activities!



Work Zone Safety

March 26 | 12:00 pm - 1:00 pm
Davis 5th Floor Board Room, NL Building

[Join via Skype](#)

Sponsored by the Transportation Leadership Institute

Continuous Improvement 101

April 12 | 12:00 pm - 1:00 pm
Dill Building Conference Room

[Join via Skype](#)

Led by Adrienne Gil, Continuous Improvement Manager

Internal Communications

May - Date TBD | 12:00 pm - 1:00 pm
Davis 5th Floor Board Room, NL Building
Will Share a Skype link in the near future
Sponsored by the Transportation Leadership Institute

DMV

June - Date TBD | 12:00 pm - 1:00 pm
Davis 5th Floor Board Room, NL Building
Will Share a Skype link in the near future
Sponsored by the Transportation Leadership Institute

Continuous Improvement Tools

July 11 | 12:00 pm - 1:00 pm
Davis 5th Floor Board Room, NL Building
[Join via Skype](#)
Led by Adrienne Gil, Continuous Improvement Manager

Personal Development

August 22 | 12:00 pm - 1:00 pm
VTrans Training Center, Rm. 114
[Join via Skype](#)
Led by members of the VTrans Training Center

BUILDING A CULTURE OF CONTINUOUS IMPROVEMENT

Have you ever asked yourself these questions?

- Why is this process so complicated?
- Why does it take so long to get (*insert any form here*) approved?
- This should be an “easy” process, why are there so many people involved?
- What are people's roles and responsibilities for this project?

There is great news! We are all in this together and there are opportunities for all staff to improve processes. Check out the Continuous Improvement 30-minute course on the LMS, or for more information, [contact Adrienne Gil, AOT Continuous Improvement Manager](#).

We would like to encourage all AOT staff to watch the 30-minute on-line **Continuous Improvement 101** video. The purpose of this is to ensure we are all using the same language and utilizing



continuous improvement principals every day in our work. This is not a “program,” it’s the way we should be working.

[Register for the Online Class](#)

Training Accomplishments!

CONGRATULATIONS TO THE RECENT PATHWAY TO SUPERVISION GRADUATES!

Session 12: Randy Wesson, Nathan Allen, Bruce Earle, Jesse Graham, Shane Provencher, Nicholas Newland, Christopher Alger, Tara Edson, Katie Burt, Paul Meoli, Manuel Sainz, Kyle Wells, Melissa Rutter, Timothy (TJ) Davison



Session 13: Louise O'Connor, Justin McLane, Christopher McPhetres, Alex Nicholson, Daryl Benson, Dexter Plus, Jerry Hodgdon, Dan Demers, Mike Johnson, Rosa Mastrocola, Cos Gardner, Christopher Meyers, Sari Tiersch, Nicholas Blair, Tricia Scribner, David Hogenauer, Lee Chapman



HUMAN CENTERED DESIGN SECTION HERE



Team: John Sears, Justin Kenney, Andrea Wright, Adrienne Gil, Krista Chadwick, Susan Hackney, Colleen Montague

Our amazing team at the Agency of Transportation, Agency of Natural Resources and Agency of Administration just completed a course on Human Centered Design. The design challenge project focused on how we might engage supervisors and managers in continuing professional development with a focus on continuous improvement.

[Check the LMS Events Calendar for](#)

newly added training opportunity dates and times!

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