

Tips for Making NORS Training more Interesting
Kimberly Shetler, Regional Ombudsman Coordinator
Bloomsburg, Pennsylvania
October 2011

- Use dynamic and interactive Power Point presentations
- Utilize an interactive approach such as True False flash cards or Case, Consultation, or Case Signs
- Offer prizes and candy for correct answers
- Use real and practical examples so that the trainees can see how it applies in the real Ombudsman world
- Let trainees know that this is not exact science, and support is available when questions come up
- You can never do too much training
- Provide reference materials and practice examples on a CD or flash drive for participants to access easily after the training is over
- Make it fun
- Admit when you don't know an answer and draw on the group to work it through (I learn something new at every session)