

## October 2012 Webinar: *Fidelity Update 2012*

### Questions Log

#### Audience Question:

Q: If a Master Trainer feels that they would not recommend a leader is that something that is initially discussed with our T-Trainer for direction?[[Maria Esposito](#)]

[[maria.esposito@narbha.org](mailto:maria.esposito@narbha.org)] [Q: 9:45 AM] [A: 9:50 AM]

A: Maria, it definitely can be discussed with Virginia as the state T-Trainer as she is an excellent resource. Other experienced Master Trainers such as Cathy Stewart here with the AZLWI that can also serve as a resource to assist in making your final decision.

#### Audience Question:

Q: the info on this presentation[[Tony Gonzales](#)] [[tonyg9597@yahoo.com](mailto:tonyg9597@yahoo.com)] [Q: 9:57 AM] [A: 10:01 AM]

A: Tony, the presentation is being recorded and will be available on the AZLWI.org partner side of the website following today's webinar. It is usually loaded onto the website within 1 week.

#### Audience Question:

Q: Does the Coach always give the facilitator a copy of the facilitator of the coaching visit?[[Maria Esposito](#)] [[maria.esposito@narbha.org](mailto:maria.esposito@narbha.org)] [Q: 10:10 AM] [A: 10:11 AM]

A: Maria, are you asking if the Coach should give the Facilitator a copy of the observation? If so, the answer is YES.

#### Audience Question:

Q: If you have a group that starts with 16 and then at session 2 only 6 people do you cancel the workshop and discuss that another session will begin so there is a "fidelity" size group?[[Maria Esposito](#)] [[maria.esposito@narbha.org](mailto:maria.esposito@narbha.org)] [Q: 10:15 AM] [A: 10:18 AM]

A: This would be a question that Virginia would be best answering, but I can provide some information. The first thing is to find out why those people are not there for session 2. If it is because they have dr. appt. that is one thing. If it is because they no longer want to attend, make sure you are doing a good job with the Session 0.

#### Audience Question:

Q: Note: We had one experience where a workshop was discontinued because only 4 people were present for the 4th session. The participants wanted to complete the workshop. It should have been continued.[[Reva Litt](#)] [[rlitt@azlivingwellinstitute.org](mailto:rlitt@azlivingwellinstitute.org)] [Q: 10:21 AM] [A: 10:23 AM]

A: Yes, the workshop should have been continued.

#### Audience Question:

Q: Is there always a recommendation to have a Session 0?[[Maria Esposito](#)] [[maria.esposito@narbha.org](mailto:maria.esposito@narbha.org)] [Q: 10:22 AM] [A: 10:23 AM]

A: Yes, there definitely is unless the participants are already very knowledgeable about the

program.

Q: Ask for someone else to do the observation.[Reva Litt] [rlitt@azlivingwellinstitute.org] [Q: 10:24 AM] [A: 10:25 AM]

A: Definitely a good idea if possible.

Audience Question:

Q: I think I would discuss with the leader ahead of time what their comfort level is with that?[Maria Esposito] [maria.esposito@narbha.org] [Q: 10:24 AM] [A: 10:25 AM]

A: Would also be a good idea. Open line of communication is always good!

Audience Question:

Q: recommend a re-training if completely a mess[Suzanne Trezise] [strezise@co.apache.az.us] [Q: 10:27 AM] [A: 10:27 AM]

A: A possibility

Audience Question:

Q: Contact lead mentor.[Bernice Carver] [bcarver@coconino.az.gov] [Q: 10:27 AM] [A: 10:28 AM]

A: Always a good idea

Audience Question:

Q: I would want to find out where/who trained them and discuss a re-training[Angela Geshay] [angela.geshay@narbha.org] [Q: 10:28 AM] [A: 10:28 AM]

A: Great ideas

Audience Question:

Q: Have them attend the class as a participant and then go through the training again.[Janelle Anderson] [janelle.anderson@cigna.com] [Q: 10:28 AM] [A: 10:28 AM]

A: Aslo a good one!

Audience Question:

Q: I'd probably wait until the session was over and then have a meeting with the leaders together, problem solve, address specific issues, solicit their feedback and then meet with the individual who was clearly not following the manual[Maria Esposito] [maria.esposito@narbha.org] [Q: 10:29 AM] [A: 10:31 AM]

A: Very good idea.

Audience Question:

Q: At time of training stress the need to follow process as well as content. Process is often the weakest in new faciitators.[Reva Litt] [rlitt@azlivingwellinstitute.org] [Q: 10:29 AM] [A: 10:32 AM]

A: Definitely

Audience Question:

Q: offer to mentor[Suzanne Trezise] [strezise@co.apache.az.us] [Q: 10:32 AM] [A: 10:32 AM]  
A: Always good.

**Audience Question:**

Q: As you suggested before - speak to the weaker leader privately afterwards about your concerns.[Angela Geshay] [angela.geshay@narbha.org] [Q: 10:32 AM] [A: 10:32 AM]  
A: Also might want to talk to the stronger leader too.

**Audience Question:**

Q: Make sure you have an opportunity to debrief privately.[Reva Litt] [rlitt@azlivingwellinstitute.org] [Q: 10:32 AM] [A: 10:32 AM]  
A: Yes

**Audience Question:**

Q: Ask the strong leader to help the other to feel more comfortable with leading.[Carren Nicklas] [cnicklas@co.greenlee.az.us] [Q: 10:33 AM] [A: 10:34 AM]  
A: Could be a good idea if they work well together.

**Audience Question:**

Q: ask if there is any issue about them continuing with the workshops[Maria Esposito] [maria.esposito@narbha.org] [Q: 10:33 AM] [A: 10:34 AM]  
A: May be something that needs to be addressed

**Audience Question:**

Q: Encourage the other leader to simply be more encouraging of their partner.[Nollis Sanders] [nollissanders@mail.maricopa.gov] [Q: 10:34 AM] [A: 10:34 AM]  
A: Excellent idea Nollis.

**Audience Question:**

Q: Ask weak leader if they would like to brainstorm ways to improve their delivery.[Bernice Carver] [bcarver@coconino.az.gov] [Q: 10:34 AM] [A: 10:35 AM]  
A: Always a good idea.

**Audience Question:**

Q: Some times stronger leaders over protect less skilled leaders. You can discuss balance in working together.[Reva Litt] [rlitt@azlivingwellinstitute.org] [Q: 10:35 AM] [A: 10:36 AM]  
A: Yes

Q: I can't get in[Maria Esposito] [maria.esposito@narbha.org] [Q: 10:36 AM] [A: 10:36 AM]  
A: Boo, will you send through here?

**Audience Question:**

Q: Would it be appropriate to ask the participants first if it is ok for you to facilitate before making the decision to take over in this scenario?[Angela Geshay] [angela.geshay@narbha.org] [Q: 10:37 AM] [A: 10:38 AM]

A: I would think so, let's ask Virginia.

Audience Question:

Q: Thanks - that's what I thought[Angela Geshay] [angela.geshay@narbha.org] [Q: 10:38 AM]  
[A: 10:39 AM]

A: Yes.

Audience Question:

Q: How would you handle the situation if you didn't have access to the necessary charts for the session[cathy stewart] [cstewart@azlwi.org] [Q: 10:39 AM] [A: 10:39 AM]

A: Postpone

Audience Question:

Q: I brought my own charts but there were no other materials available for me (badges; marking pens etc[Maria Esposito] [maria.esposito@narbha.org] [Q: 10:40 AM] [A: 10:40 AM]

A: Good work!

Audience Question:

Q: Thank you![Maria Esposito] [maria.esposito@narbha.org] [Q: 10:40 AM] [A: 10:41 AM]

A: Thank you.

Audience Question:

Q: Before fidelity visit, get the cell phone # of facilitators. In case of problem you can communicate.[Reva Litt] [rlitt@azlivingwellinstitute.org] [Q: 10:41 AM] [A: 10:42 AM]

A: Always a great idea.

Audience Question:

Q: Ask them how they feel they did on certain points you want to bring up[Carren Nicklas] [cnicklas@co.greenlee.az.us] [Q: 10:42 AM] [A: 10:43 AM]

A: Similar to what Sharmel said.

Audience Question:

Q: Document your concerns, discuss with your lead mentor in the area for advice[Angela Geshay] [angela.geshay@narbha.org] [Q: 10:43 AM] [A: 10:43 AM]

A: As always.

Audience Question:

Q: It always helps to be encouraging when giving constructive feedback.[Nollis Sanders] [nollissanders@mail.maricopa.gov] [Q: 10:43 AM] [A: 10:45 AM]

A: yes

Audience Question:

Q: Maybe it isn't a "good fit" so you may want to state to the facilitator that another facilitator will come in and coach at the next session[Maria Esposito] [maria.esposito@narbha.org] [Q: 10:43 AM] [A: 10:45 AM]

A: can happen if necessary

**Audience Question:**

Q: Are you saying that if they identify mistake, not to list it?[Bernice Carver]  
[bcarver@coconino.az.gov] [Q: 10:45 AM] [A: 10:46 AM]

A: no, still include it, just may not need to discuss it further.

**Audience Question:**

Q: I even document the fact that the Leader caught their own mistake[cathy stewart]  
[cstewart@azlwi.org] [Q: 10:46 AM] [A: 10:46 AM]

A: Great idea.

**Audience Question:**

Q: Chris Ackerson is asking if there is a new script for Session o for the new curriculum[cathy stewart] [cstewart@azlwi.org] [Q: 10:49 AM] [A: 10:50 AM]

A: Depends on the script.

Q: Terrific presentation. Thank you.[Reva Litt] [rlitt@azlivingwellinstitute.org] [Q: 10:50 AM] [A: 10:50 AM]

A: Thank you!

**Audience Question:**

Q: Question from WA State - are your fidelity materials on-line and available to other states for reference? Thank you so much. [Candace Goehring] [goehrcs@dshs.wa.gov] [Q: 10:50 AM] [A: 10:51 AM]

A: Hi Candace, Yes, they are available on our website [www.azlwi.org](http://www.azlwi.org), partner page. You would need to request to become a partner of the AZLWI. And yes, you are more than welcome to use them as a reference.

**Audience Question:**

Q: Can we purchase new books through AZLWI or do we need to go through Bull. Can we purchase together and get a discount?[Bernice Carver] [bcarver@coconino.az.gov] [Q: 10:52 AM] [A: 10:55 AM]

A: Yes

**Audience Question:**

Q: Question.....is it ok to give the participants the facilitator's contact info after the workshop is done?[Maria Esposito] [maria.esposito@narbha.org] [Q: 10:53 AM] [A: 10:55 AM]

A: That is up to the facilitator.

**Audience Question:**

Q: a few people asked me if they could contact me afterward.....I was not sure if this was ok to do[Maria Esposito] [maria.esposito@narbha.org] [Q: 10:54 AM] [A: 10:56 AM]

A: That is up to the facilitator.

**Audience Question:**

**Q:** Good Webinar Virginia - very clear, no questions at this time. Thanks! [Angela Geshay] [angela.geshay@narbha.org] [Q: 10:55 AM] [A: 10:56 AM]

**A:** Thank you Angela.

**Audience Question:**

**Q:** no, I referenced my professional contact info [Maria Esposito] [maria.esposito@narbha.org] [Q: 10:56 AM] [A: 10:56 AM]

**A:** Thanks

**Audience Question:**

**Q:** Hi, I need to join another webinar - thanks for all your help this was well worth it!. Looking forward to your next webinar!! [Maria Esposito] [maria.esposito@narbha.org] [Q: 11:01 AM] [A: 11:02 AM]

**A:** Thank you

**Audience Question:**

**Q:** I have served as on site mentor to a new fidelity coach. I think it worked well. [Reva Litt] [rlitt@azlivingwellinstitute.org] [Q: 11:00 AM] [A: 11:03 AM]

**A:** Works quite well.

**Audience Question:**

**Q:** Good job! Thanks. [Bernice Carver] [bcarver@coconino.az.gov] [Q: 11:02 AM] [A: 11:03 AM]

**A:** Thanks