

Results-Based Accountability™ (RBA)  
Training for Trainers and Coaches  
Working Agenda and Schedule

Purpose: Train trainers to teach and coach the implementation of RBA

Preparation – Prerequisites

1. Each person will have been to an RBA 101 workshop, viewed the videotape or read the book *Trying Hard Is Not Good Enough*.
2. Before the session, each person will spend 1 hour “playing” with raguide.org
3. Each person will have a commitment to do a 10 – 15 minute presentation on results/performance accountability sometime in the next 30 to 60 days.
4. Each person will spend 30 minutes completing the RBA Self Assessment Questionnaire.

Day 1

8:00 to 8:30 Registration, refreshments, general milling about.

8:30 – 9:30

Opening Ceremonies (and parade of flags)

Purpose of the training

- Introductions: Name: What you hope to get out of the training; One interest outside of work.
- Review agenda, review materials.
- Break into groups of 4 learning allies: Group name, Motto, Mascot assignment.
- Each person asked to keep a personal journal of insights.

Teaching Rounds: One person takes the role of teacher and must STAND UP and teach the assigned content from their own experience and in their own words. One person plays the role of coach and can help or prompt the person in the teaching role. The two remaining people are learners and observers.

9:30 – 10:30

Teaching Round 1: Why are we here? Why is this work important?

What is the dissatisfaction driving people to consider new ways of working?

Why do you believe in this work enough to want to teach it to others?

TELL A STORY - USE YOUR OWN EXPERIENCE.

- Review basic ideas (15 minutes)
- Teach in small groups (20 minutes)
- Debrief in small groups (5 minutes)
- Debrief in large group (10 minutes)

10:30 – 10:45

BREAK

10:45 – 12:00

Teaching Round 2: Population vs. Performance Acct and Common Language

- Review basic ideas (15 minutes)
- Complete Tool for Choosing a Common Language (15 min)
- Teach in small groups (30 minutes) Content:
  - Whole population vs. Client Population
  - The Language Trap
  - Definitions

- Debrief in small groups (5 minutes)
- Debrief in large group (10 minutes)

12:00 – 12:45	LUNCH (Ask Anything Session plus peer to peer learning)
12:45 – 1:30	<u>Whole Distance Exercise: From Results to What Works</u> (large group - optional)
1:30 – 2:15	<u>Sorting Exercise</u> : Using deck of card from a turn the curve story <ul style="list-style-type: none"> <li>- Small groups (30 minutes)</li> <li>- Large group (15 minutes)</li> </ul>
2:15 – 2:30	BREAK
2:30 – 3:45	<u>Turn the Curve Exercise: Population</u> <ul style="list-style-type: none"> <li>- Setup (10 minutes)</li> <li>- Small group work with real data (55 minutes)</li> <li>- Debrief in large group (10 minutes)</li> </ul>
3:45 – 4:30	<u>Teaching Round 3: Population Accountability</u> <ul style="list-style-type: none"> <li>- Review basic ideas (15 minutes)</li> <li>- Teach in small groups (30 minutes) Content:           <ul style="list-style-type: none"> <li>Leaking Roof example</li> <li>Results Based Decision Making: Talk to Action (7 Questions or Schematic)</li> </ul> </li> <li>- Debrief in small groups (5 minutes)</li> <li>- Debrief in large group (10 minutes)</li> </ul>
4:30 – 4:45+	<u>Ask Anything Session</u> (plus group name, motto and mascot)

Overnight assignment: Come up with hardest questions.  
 Review & score Self Assessment questions (last page of 101 handout material)  
 Optional: Review “Other language” (Book pages 153-4)  
 Optional: Read page 100 about prevention services  
 Optional: Check out RBA/OBA Facebook group.

## Day 2

- 8:30 – 9:15      Ask Anything Session: Toughest Questions
- 9:15 – 9:30      Introduction to work on program performance accountability  
- Performance accountability basics annotated
- 9:30 – 10:45      Practice identifying and selecting performance measures  
- Performance measurement puzzles / sorting exercise (10 minutes)  
- Program example demonstration in large group (45 minutes)  
- Debrief in large group (10 minutes)
- 10:45 – 11:00      BREAK
- 11:00 – 12:00      Practice identifying and selecting performance measures  
- Selection of performance measures in small groups (45 minutes)  
- Debrief in large group (15 minutes)
- 12:00 – 1:00      WORKING LUNCH  
Optional: 20 Minute Exercise
- 1:00 – 2:30      Turn the curve exercise: program performance  
- Setup (15 minutes)  
- Small groups (55 minutes)  
- Debrief in large group (20 minutes)
- 2:30 – 3:30      Teaching Round 4: Program performance accountability  
- Review basic ideas (15 minutes)  
- Teach in small groups (30 minutes) Content:  
    Types of Performance Measures  
    Performance Accountability: 7 Questions  
    Relationship of population and performance accountability  
- Debrief in small groups (5 minutes)  
- Debrief in large group (10 minutes)
- 3:30 – 3:45      Next Steps discussion (and Toughest Questions)
- 3:45 – 4:00      Closing Ceremonies  
- Evaluation forms  
- Certificates of Completion  
- Recessional

## Post Session

1. Learning allies meet at least once to follow up on the scheduled presentations and share learning from this experience.
2. Use a list serve or email network to share experiences, post notices etc.
3. Possible meeting of whole group on quarterly or semi-annual basis.

## Resource Materials

1. Actual population indicator multi-year data
2. Results Based Accountability 101 Workbook and Powerpoint slides
3. Results Based Accountability Brochure
4. Book: *Trying Hard Is Not Good Enough* available from [www. amazon.com](http://www.amazon.com)
5. Results Accountability DVD Video available from [resultsleadership.org](http://resultsleadership.org)
6. Websites: [raguide.org](http://raguide.org) and [resultsaccountability.com](http://resultsaccountability.com)
7. Turn the curve exercises
8. Sorting exercises
9. Whole distance exercise
10. Self Assessment Questionnaire