



**ZONTA  
LEADERSHIP  
PROGRAM**



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# Training Skills for Zonta

*“A friend knows the song in your heart and sings it to you when your memory fails.”*



# ZONTA LEADERSHIP PROGRAM



Presented by:

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Zonta Club of Pontiac-North Oakland



# ZONTA LEADERSHIP PROGRAM



Presented by:

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**Please sit 5 persons to a table at the tables with markers on them.**



# Expected Outcomes

- Apply principles of adult learning
- Use three learning channels
- Demonstrate training/facilitating skills



# Adult Learning

- Relevant
- Self Determined
- Practical
- Personal
- Participatory
- Experiential
- Safe



# Adult Learning

- Goes beyond knowing
- Focuses on application
- What stays is what I need to know now!



# Training Skills

- Delivering information effectively
- Providing descriptive feedback
- Asking open and closed questions
- Using group process techniques
- Tasking activities





# For Each Exercise:

Identify a table facilitator who will:

- Manage the process
- Keep time
- Pass on the role



# Exercise 1

What

- Introduce yourself to your group and tell why you came to NAIDM or this workshop

Why

- Demonstrate your presentation skills

How

- Stand up, face your group, give eye contact, and speak to be heard

- Time: Minute and a half each (90 seconds)

- Criteria: What people remember later

- **20 minutes total time**

**DEMO**



# Reaction





# Feedback



## Descriptive

- Based on observation
- Provides facts
- Is specific
- Promotes analysis
- Invites discussion
- Respects receiver

## Evaluative

- Based on judgment
- Draws conclusion
- Is general
- Promotes defensiveness
- Discourages discussion
- Respects giver



# Please! No



# “Constructive” Criticism



# Feedback to Reinforce

- Own your observation
- I noticed, I liked that, I found it helpful.....
- Describe the behavior
- When you used your hands to show what you meant.....
- Explain the result
- Everyone focused on the task, side conversations ended, people nodded their heads



# Feedback to Correct or Improve

- Own your observation
- I observed...
- Describe the behavior
- When you talked directly at the slides showing the building
- Explain the results
- People couldn't hear you as well and began to talk among themselves



# Exercise 2: Practice Feedback

- Using this model, provide feedback to a group member on her introduction
- Assign each person a member of the group – Use odd/even numbers,
- Provide 1 minute feedback
- After all have both given and received feedback, discuss how the process went
- **10 minutes total time for exercise**





# Three Learning Channels

- Visual
- Auditory
- Kinesthetic



# Presenting Information

## See

See slides,  
video, book,  
poster/picture,  
object, chart,  
modeling

## Hear

Hear words,  
data, tone,  
music,  
laughter, facts,  
reactions

## Do

Do group  
activities, role-  
plays, problem  
solving, demos,  
brainstorming,  
round robins



# Exercise 3

**What:** Each person will give a 2-minute presentation on a Zonta topic given her.

**Why:** To demonstrate knowledge and delivery skill and to receive and provide feedback.

**How:** Stand, face your audience, give eye contact, speak loud and slow enough to be heard.  
Receive feedback.

**Time:** 3 minutes preparation, 2 minutes to deliver,  
3 minutes for audience feedback

**Criteria:** Assess your impact



# Using Open Questions

- Elicit ideas, opinions, understanding, info
- Invite discussion
- Usually begin with “What” or “How”
- Usually have no right or wrong answers
- Can't be answered with “Yes” or “No”



# Using Closed Questions

- Seek confirmation or commitment
- Tend to shut down discussion
- Often begin with “Do” “Are” “Is” “Will”
- Can be answered with “Yes,” “No,” or brief statement



# Exercise 4: Practice Questioning

- What questions could you ask to encourage discussion on your Zonta topic?
- What questions could you ask to close off discussion, assess agreement, or gain commitment?
- Form trios or quads at your table and take turns sharing the questions you selected.
- Seek and provide feedback.
- **10 Minutes for entire exercise**



# Tasking an Activity

- The Task
- The purpose
- The method
- The time
- The criteria
- What you want them to do
- Why you want them to do it
- How you want them to do it
- How long it should take
- How results will be measured (if they will)



# Exercise 5: Practice Tasking

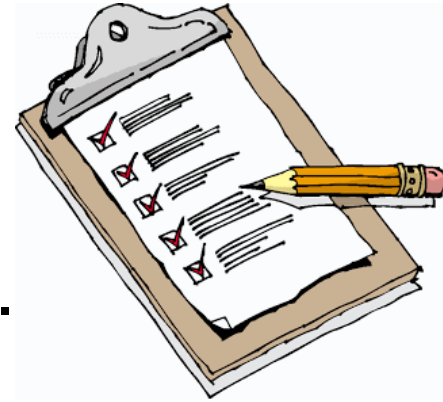
- Identify an activity or group process that would be appropriate for your Zonta question.
- Determine why, what, how, time, and criteria, for the exercise.
- 7 minutes to decide on and complete the what, why, how, and how long you would do this exercise.
- Each person shares their task with a partner.
- **10 minutes for entire exercise**





# Exercise 6: Using Group Process

- In the previous exercise, what group processes were used?
- Each table share one with entire group.
- Cross off those mentioned by others.
- Finish by reporting any not mentioned.
- **10 minutes for entire exercise**



# Round Robin

- At your table, say one comment apiece on the workshop
- Please thank your table team
- Thank you to Jackie, Karen, Kathleen, Lori, and Shelli
- Please share your Zonta knowledge and skills!



# Acknowledgements and Contributions

Certificates will be available tomorrow





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EMPOWERING WOMEN  
THROUGH SERVICE & ADVOCACY



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