

## The Challenge

- In consultation with partners, CPKN identified an online learning opportunity
  - Front Line Supervisory Training
- They needed a partner
  - An SME
- · OPC had partnered on many other courses, but
  - Although OPC had the SME
  - Did we have the time?



#### Considerations

- · Stand Alone On-Line
  - SME's believed the Face to Face was needed
- Blended
  - Possible
  - Done in the past
- · Facilitated On-Line
  - We're not there yet
- Blended with Self-Study
  - Adult focused
  - Time savings
  - Cost efficient



### Approach

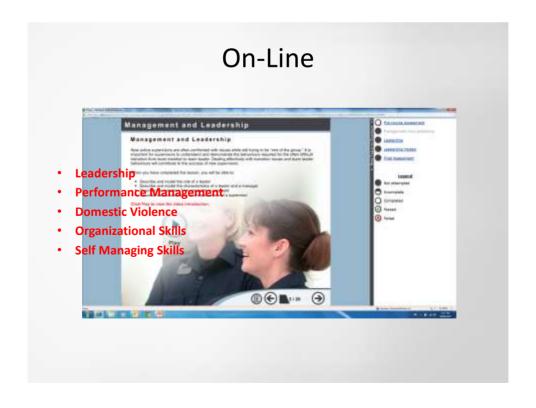
- Suspended the current in-class program for nine months
- · Developed framework for
  - Self-Study
  - On-Line
    - Interactive learning
  - In-Class
    - Evaluation strategies
  - Transfer Evaluation











#### In-Class

- Facilities
  - OPC
  - On-site at Police Services
- Evaluation Strategies
  - Based on OSPE's
    - In-Basket Exercise
    - Group Exercise
    - · Oral Presentation Exercise
    - Counseling Simulation Exercise
    - · Problem Analysis Exercise







# Feedback From Learners

- On- line learning has to happen
- · Material was relevant; very good
- My MAC worked well with CPKN, not so much with OPC
- I like the CPKN portion of the course
- I felt the journaling was "grey"
- I struggled with journaling I'm used to taking notes for university courses
- A lot of back-and-forth between workbook and resource material
- We will reach a point where all of our learning will be online
- We need to be able to review our exam before we submit it
- · CPKN help line was great
- Format and design was excellent
- I got a lot of learning out of Modules 1 & 2

