

Task 5: Transitioning to Learning-Centered Adoptions

In this task, we'll identify aspects of your current adoption process that are working well to promote adult learning. From these strengths, we'll use adult-learning principles to find ways to enhance learning throughout the adoption process.

Identifying the Strengths of Your Adoption Process

➤ Picture the adoption process from the time a potential adopter walks through the door to the follow-up call with the adopter (if you do this). What aspects of the experience already promote adult learning? We'll compile a list of your ideas as a group.

Be sure to consider the following areas:

- How your adoption area is set up
- How you greet and orient visitors interested in adopting
- Counseling that you provide
- Forms that you use
- Materials that you make available to adopters
- Follow-up with adopters
- Evaluation of the adoption experience

As a reminder, here are the criteria for adult learning:

- **Respect**
- **Relevance**
- **Immediacy**
- **Safety**
- **Engagement**

And don't forget about the principle of **20/40/80% retention** - we retain:

- 20% of what we hear
- 40% of what we hear and see
- 80% of what we hear, see, and do

Brainstorming: What Will Make Your Process Even Better?

➤ When assigned one of your adoption program's strengths, use the worksheet on the next page to identify the following information:

- The strength you've been assigned
- Ways that you can add to or change this strength to enhance learning
- Actions and resources needed to make these enhancements happen

The *Report on Adoption Forum II* has many suggestions for improving the adoption experience. What ideas would you like to introduce at your agency?

➤ As a group we'll talk about these enhancements and set an action plan in motion.

Worksheet: Building on Success

Already Doing	Can Improve By	Actions and Resources to Achieve
<p>Greeting people as soon as they walk in</p>	<p>Staff/volunteers come out from desk and introduce themselves and ask how they can help the visitor.</p> <p>Staff/volunteers wear name tags and offer business cards with their name and phone extension.</p>	<p>Staff/volunteer buy-in, & training</p> <p>Staff/volunteer buy-in</p> <p>Name tags (What kind? Cost? TBD)</p> <p>Distribute business cards, & ask staff/vols to write their names and extensions on them - legibly!</p>



What is one small step you will *personally* take right away that will begin to improve the learning for adopters?