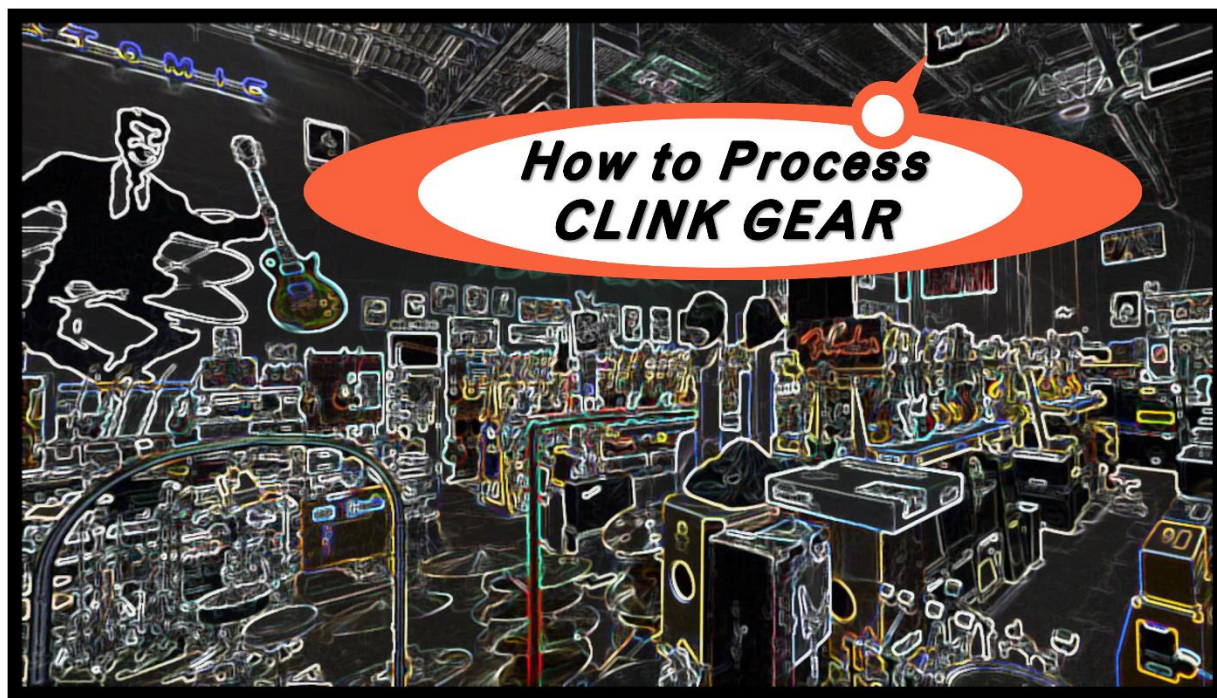




How to Process Clink Gear Training Facilitator/Trainer Guide



How to Process Clink Gear Training—Atomic Music Lesson Plan/Facilitator Guide

Pre-training Checklist

- Exchange and confirm phone numbers with the participant
- Coordinate and agree on a training day/time with the participant and manager/owner
- Coordinate and confirm building access with the manager/owner for the day/time of training
- One day prior to training:
 - Text a reminder to the participant and manager/owner
 - Pickup course materials (job aids, lesson plan/guide, evaluations—levels I and II)
 - Have a charged phone ready to be used in stopwatch mode for the evaluation phase
 - Locate the gear (and accessories) reserved for training and be sure they are accessible.
One “set” for training practice and one “set” for evaluation.
 - Make a note of purchase costs and resale prices for each set of training gear.

Room Setup

- Arrive 20 minutes before training begins to allow time for setup
- Turn on the computer—locate the training folder and open the file to display the WELCOME screen
- Clear the desk/counter area around the computer terminal
- Place job aids next to the computer (one for yourself and one for the participant to use and keep)
- Have the lesson plan/facilitator guide, your phone, evaluations I and II, and pens ready
- Arrange seating at the computer terminal: one for the participant and one for yourself
- Place the gear reserved for training nearby with a note of cost and resale prices
- Have employee login credentials for Pawnmaster ready
- Have faux customer information available (below)

Gaining Attention

Gaining Attention - Welcome—Display Opening Screen
(remain paused until clicking Begin)



Greet the participant as they arrive. Show them the seating and computer terminal set up for training.

Get settled and ask them if they are ready to begin.

Hand them the job aid and in your own words... *You will be referencing this job aid throughout today's training. The training should take about 90 minutes.*

Ask if they have any questions before beginning. Throughout the training video, you can pause at any time to answer trainee questions.

Turn their attention to the screen...

Gaining Attention - Welcome: Click Begin to start the Welcome Video
(automatically advances)



Gaining Attention (cont'd): Intro to How to Process Clink Gear Training (automatically advances)

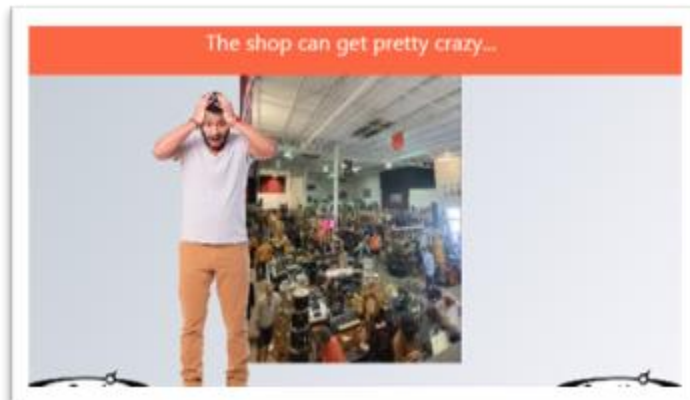


Gaining Attention (cont'd): What is "clink gear" anyway? (automatically advances)



Pause video at any time to answer trainee questions.

Gaining Attention (cont'd): Why this training is important... (automatically advances)

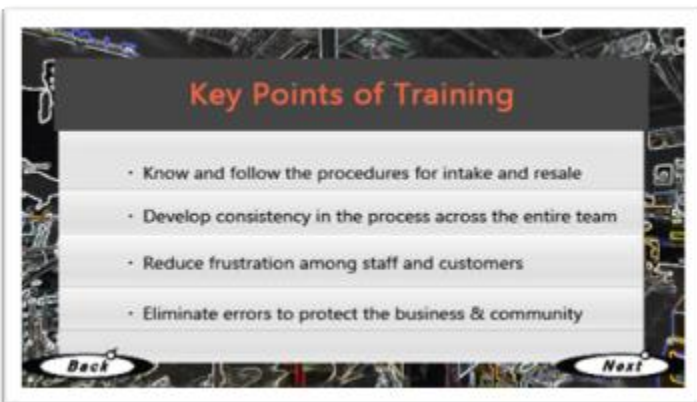


Gaining Attention/Recall: We work as a team...
(automatically advances)



Direction

Direction: What are the key points? (automatically appears & advances)

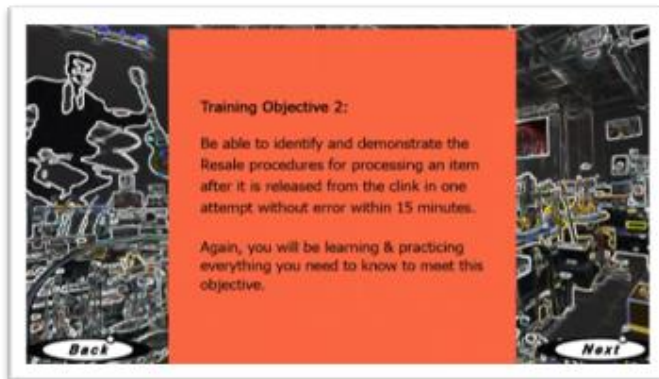


Narration on slide discusses key points and reiterates need for training.

Direction (cont'd): Terminal objective #1 – Demonstrating Purchase & Intake Procedures
(automatically appears & advances)



Direction (cont'd): Terminal objective #2 – Demonstration Resale Procedures (automatically appears & advances)



Direction (cont'd): How to Meet the Training Objectives—Watch, Try, Do Method (automatically appears and advances)



Slide narration discusses the Watch, Try Do method in this training. Pause video at any time to answer trainee questions.

Content: Objective 1—Purchase & Intake Procedures

Content: Purchase & Intake Procedures—When a customer arrives with gear to sell... (appears and advances automatically)



Content: Purchase & Intake Procedures (cont'd)—Long Form versus Short Form (appears and advances automatically)

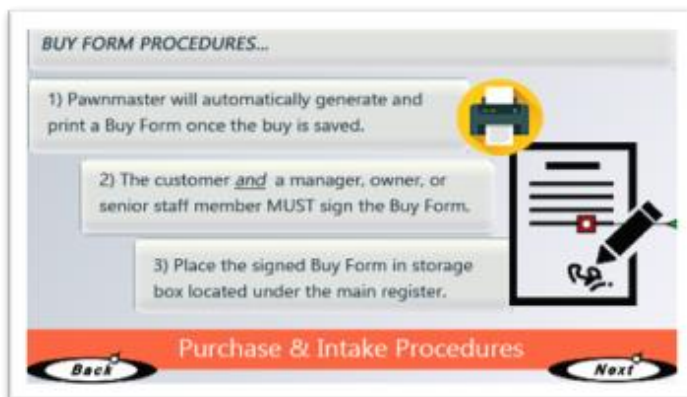


Content: Purchase & Intake Procedures (cont'd)—Creating a Long Form & a New Customer in Pawnmaster (appears and advances automatically)



Pause video for questions. If the trainee would like to watch the video again, Click Back to replay it.

Content: Purchase & Intake Procedures (cont'd)—Buy Form Procedures (appears and advances automatically)



Content: Purchase & Intake Procedures (cont'd)—Labeling Procedures
(appears and advances automatically)



Application – Feedback: Objective 1 – Purchase & Intake Procedures - Practice

Application – Feedback: Practicing Purchase & Intake Procedures
(remains paused while trainee practices in Pawnmaster – afterwards, ask them to click Continue)



Present the participant with the items they need to practice:

- Be sure they have the job aid for reference
- One of the pieces of gear (w/ its accessories) reserved for training
- Purchase cost information of training gear
- Employee login credentials for Pawnmaster

- Faux Pawnmaster customer information:

Bob B. Trainer 123 Super Street College Park, MD 20740 Phone: 301-123-4567 ID 1: Drivers – 02/28/2024 – AB-123-456-789 ID 2: UNI/COL – 02/2/2024 – UMD	Height: 6' Weight: 180 Hair: Blonde Eyes: Gray Race: White Sex: Male Birthdate: 5/5/1999
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Leave the training video open and paused. Ask the participant to navigate to Pawnmaster on the computer terminal and to begin when they are ready. Remind them of the job aid. Give them feedback when necessary.

(Allow the participant to attempt the process on his/her own using the job aid as you observe. Be patient.

Do not time them during this practice. Give them feedback and answer any questions along the way.)

When the participant is finished, in your own words... *OK, that's the first half of the process. How do you think it went?*

Give feedback and answer any questions.

Ask them to navigate back to the training video and Click Continue.

BREAK

Time for a Break (video remains paused until you click Continue to proceed)



Take a 15-minute break. When you are ready to begin again, Click Continue.

Content - Terminal Objective 2—Resale Procedures

**Content: Resale Procedures—What To Do First
(advances automatically)**



**Content: Resale Procedures—Video demonstration—Searching for clink gear ready for resale
(appears and advances automatically)**



**Content: Resale Procedures (cont'd)—Pulling gear procedures
(appears and advances automatically)**

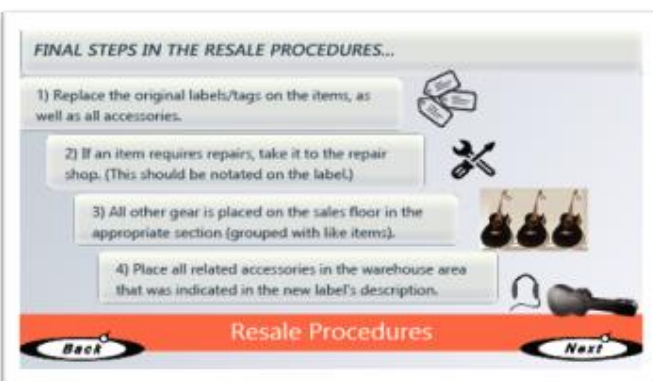


Content: Resale Procedures (cont'd)—Pulling gear into active inventory in Pawnmaster (appears and advances automatically)



Pause the video at any time to answer participant questions. To play it again, Click Back.

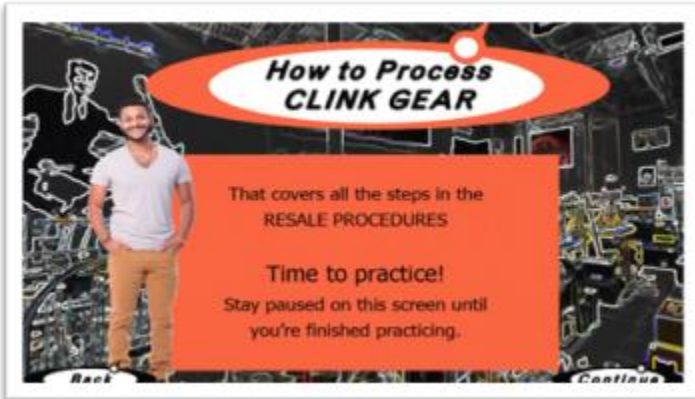
Content: Resale Procedures (cont'd)—Final Steps in the Resale Procedures (appears and advances automatically)



Application – Feedback: Objective 2 – Resale Procedures – Practice

*****Important: Before they practice the resale procedures, you must go into Pawnmaster and override the release date on the gear being used for training (entered as a buy earlier).*****

***Application – Feedback: Practicing Resale Procedures
(remains paused while trainee practices in Pawnmaster – afterwards, ask them to click Continue)***



Present the participant with items needed for practice:

- The pieces of gear (w/ accessories) they processed earlier as a buy
- The resale price
- The Pawnmaster login credentials, if needed

Present the participant with the piece of gear they processed earlier (and its accessories). For the purposes of training, you will assume the 30-day hold is complete—you will need to modify the date in Pawnmaster to bypass this.

Leave the training video open and paused. Ask the participant to navigate again to Pawnmaster and to begin when they are ready.

(Allow the participant to attempt the process on his/her own using the job aid as you observe. Do not time them during this practice. Be patient and give feedback as needed, answering any questions along the way.) When the participant is finished, in your own words... *Great, that's it. How do you think it went?* Give feedback and answer any questions.

BREAK

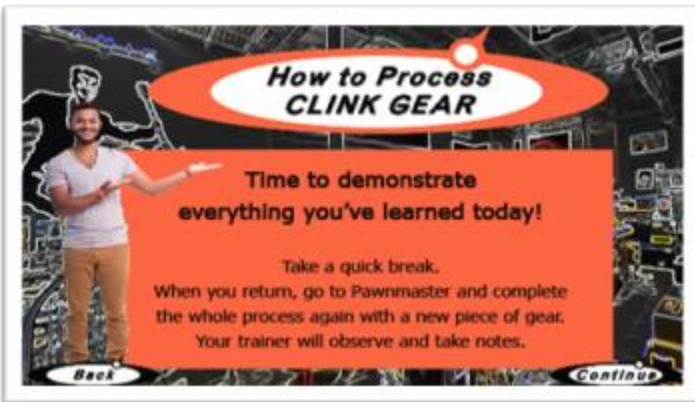
Time for a Break (video remains paused until you click Continue to proceed)



Take another quick break. While the trainee is taking a break, collect the items you will need for the next part of the training... Demonstration and Evaluation (see notes below).

Evaluation – Level II (Learning): Objective 1—Purchase & Intake Procedures

Evaluation of Purchase & Intake Procedures—Demonstrating What You’ve Learned (video remains paused while demonstration and evaluation takes place in Pawnmaster)



*****Important: Delete the faux customer that was created in Pawnmaster during practice (the trainee will be reentering that information as part of the demonstration/evaluation process).*****

Prepare yourself with the Level II evaluation sheet, a pen, and your phone in stopwatch mode.

Present the participant with the items needed for evaluation:

- The job aid
- The other piece of gear (w/ accessories) reserved for training
- The note with the purchase cost
- The note with Pawnmaster login credentials
- Faux Pawnmaster customer information

Ask them to navigate to Pawnmaster and begin when they are ready.

Make sure to time each step and note any valuable feedback to share afterwards.

When they've finished, offer your feedback on their performance and ask if they have any questions.

Evaluation – Level II (Learning): Objective 2—Resale Procedures

*****Important: As in practice, before the next evaluation begins, you must go into Pawnmaster and override the release date on the gear being used for training.*****

Then, in your own words... *Now you will complete the Resale process for the gear you just entered as a purchase in the system. Again, go through all the steps just like in practice and feel free to use the job aid.*

Prepare yourself with the Level II evaluation sheet for Objective 2, a pen, and your phone in stopwatch mode.

Be sure the participant has the items needed for evaluation:

- The job aid
- The pieces of gear (w/ accessories) they just processed as a buy
- A note with the resale price
- The Pawnmaster login credentials
- Faux Pawnmaster customer information

Perform the evaluation as above. When finished, give them feedback on their performance. Ask them if they have any questions about the training or the procedures they've learned.

Close the Pawnmaster software. Go back to the training video.

Closure

Closure: *Congratulations, you now know how to process clink gear.
(automatically advances)*



Closure (cont'd): *Welcome to the Atomic team
(automatically appears and pauses at end)*



When the Closing ends, let them know that they will be given another, similar evaluation in 14-30 days to help determine the effectiveness of the training.

Proceed to Evaluation – Level I...

Evaluation – Level I (Reaction) – Training Feedback

Ask them to complete the Level I evaluation. When they're finished, collect the Level I evaluation. Thank them again for participating and then see them out.

Post-training Checklist

- Delete the faux customer in Pawnmaster and log out
- Close the training video and turn off the computer
- Place the evaluations, the lesson plan/facilitator guide, and job aids in the area designated for training materials
- Collect all gear and accessories used for training and place them in the designated area
- Notate on the shop calendar when the trainee is due for the Level III evaluation (14-30 days from training) and the Level IV evaluation (>90 days from training).

References

Adapted from *Training Needs Analysis—Atomic Music* [Unpublished paper]. Schwelling, M. (2022). Learning and Performance Technology, University of Maryland, Baltimore County.

Adapted from *Front End Analysis—Atomic Music* [Unpublished paper]. Schwelling, M. (2022). Learning and Performance Technology, University of Maryland, Baltimore County.

Adapted from *Processing Clink Gear Evaluations—Levels I, II, III, IV* [Unpublished paper]. Schwelling, M. (2022). Learning and Performance Technology, University of Maryland, Baltimore County.