

## **LTAP/TTAP Joint Professional Development Program**

### **Executive Summary**

Since 2008, FHWA and NLTAPA have been working together to provide briefing, orientation, and other services to improve the knowledge, skills, and abilities of LTAP/TTAP Center leaders (directors, managers, program coordinators) and staff. This has been done through a coordinated professional development program.

There is always something new to teach and to learn, no matter how long a person has been with LTAP/TTAP. Within a Center, for example, roles can change when someone leaves or retires and a current staff member in that center moves up to the new position. This person, who may have been with LTAP/TTAP for years, is suddenly in a new role with many new roles and responsibilities.

The goal of the LTAP/TTAP Joint Professional Development Program (JPDP) is to enhance operational knowledge of LTAP/TTAP Center leaders and staff by creating an environment of continuous, coordinated, and comprehensive support and training. There is always value in the sharing of how we do business as centers and how we can learn from what another center does or how it handled a situation. This is the role that the JPDP will play.

To accomplish this, a variety of resources and activities will be used. They are designed to be flexible yet comprehensive, can be both informal and formal, and will utilize a variety of formats to best achieve the intended results.

The JPDP will build a repository of professional development information that will be continually available to orient and educate Center leaders and staff who have just recently changed roles or joined a center and not been able to attend a professional development event.

This repository will be continually reviewed and updated based on the needs of the LTAP/TTAP Center leaders and staff, as reflected through the Performance Assessment Reports, feedback received during NLTAPA business and regional meetings, and other opportunities.

### **Expected Outcomes and Goals**

The JPDP has two principal areas of focus:

- Provide program information, skills and knowledge to the 58 LTAP/TTAP Centers
- Promote and coordinate the sharing of best practices in these areas between Centers

The following are the goals and outcomes of the JPDP:

- Strengthen national program and Center capabilities by providing a clear understanding of the program responsibilities
- Extend knowledge of program goals, products, and services

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- Encourage Center leaders and staff to actively participate in national program activities
- Facilitate ongoing knowledge sharing across the LTAP/TTAP Centers
- Provide orientation to new Center leaders and staff
- Assist Centers with sustaining strong connections to their FHWA Division, state DOT, and other partners such as state chapters of organizations like NACE and APWA
- Provide continuing professional development to all Center leaders and staff

Responsibilities for the JPDP are shared by FHWA TPP, with support from its LTAP/TTAP Clearinghouse, and NLTAPA, through its Professional Development Work Group.

### **LTAP/TTAP Professional Development Events and Responsibilities**

#### **Initial Welcome Email and Request for Phone Call**

When a change in leadership occurs at an LTAP/TTAP Center, the NLTAPA President and the LTAP/TTAP Program Manager will both make initial contact with the new person, most likely by email, to arrange for a welcoming phone call. This phone call can be a conference call that includes NLTAPA and FHWA or separate calls, and timeliness should be the driving factor.

#### **Welcome Phone Call**

Overall Responsibility: FHWA LTAP/TTAP Program Manager

Target Audience: New Center leaders and staff

Participants: New Center leaders and staff, FHWA LTAP/TTAP Program Manager, NLTAPA President or their designee, FHWA LTAP/TTAP Clearinghouse Director (as needed)

When and Where: As soon as possible after change is known

Expected Duration: 15 minutes

Purpose: Welcome the new Center leader to LTAP/TTAP, with the goals of keeping the information exchange to a minimum and noting that there is a support system in place with people ready to assist.

This call is the first step to help individual Centers better understand the national LTAP/TTAP program and the roles of FHWA and NLTAPA. The call should broadly touch upon the part an individual Center plays in the program, and how FHWA and NLTAPA work together along with the local FHWA Division Office and state DOT. Center leadership should also be made aware of

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the Clearinghouse website, [www.ltap.org](http://www.ltap.org), and the LTAP/TTAP Academy for further detail and information. Finally, when warranted, the process of scheduling a New Director Orientation meeting should begin.

### Key Points:

- Keep the call short and focused – do not overwhelm the Center leader with information
- Maintain a tone of personal outreach rather than training – “we are here to help”
- Define the roles and responsibilities in the national LTAP/TTAP organization in a “getting to know you” manner
- Focus on Center participation in LTAP/TTAP and NLTAPA
- Prepare the new leader for additional orientation services, LTAP/TTAP Academy
- Ensure follow-up assistance from the FHWA LTAP/TTAP Clearinghouse as soon as possible to include connect to Centers Only area, Forums, and other Clearinghouse services and materials

### New Director Orientation

Overall Responsibility: FHWA LTAP/TTAP Program Manager

Target Audience: New Center leaders and management

Participants: New Center management and staff, FHWA Program Manager and support staff, FHWA Clearinghouse Director, NLTAPA designee, LTAP/TTAP peers (to be determined on a case-by-case basis), FHWA Division Office, State DOT LTAP/TTAP program contacts

When and Where: Either at the Center or via remote access anywhere from three months to one year after transition (to be determined on a case-by-case basis)

Expected Duration: 1- 1.5 days directly, ad hoc indirectly

Purpose: Provide the new Center leadership and staff a complete, direct briefing on the national LTAP/TTAP customized to the needs of Center. It will further describe and delineate Center opportunities for participation in the national program. Specific training will be provided on operations, including program performance reporting requirements and management and resource tools offered by the FHWA LTAP/TTAP Clearinghouse.

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Typical agenda items for the site visit would include:

- Information from FHWA on the LTAP/TTAP program, FHWA roles and responsibilities, recent program efforts and achievements, and the FHWA LTAP/TTAP Clearinghouse
- Information from NLTAPA on the purpose, roles, and responsibilities of the association and recent NLTAPA efforts and achievements
- A briefing from FHWA on the LTAP/TTAP Strategic Plan and performance reporting requirements and tools, including walk-through training on completing the forms
- Roundtable discussions on Center-identified needs, questions and comments, peer exchange information relative to the Center, and general program operations. This would occur throughout the day and through the peer-to-peer discussions, either face to face or via conference call
- A tour of Center facilities

### **Key Points**

- Transfer critical operational knowledge to Center, including performance reporting requirements, operations issues, and challenges
- Gather information on Center specific areas of need and how NLTAPA and FHWA can help
- Assure Center has a solid understanding of the national Program and NLTAPA by the end of the meeting
- Identify necessary follow-up points

### **Professional Development Sessions – Summer Annual Meeting**

Overall Responsibility: FHWA LTAP/TTAP Clearinghouse Director, NLTAPA Professional Development Work Group Chair

Target Audience: All center staff but targeting new Center leaders and staff

Expected Duration: One hour (minimum)

Purpose: Facilitate peer-to-peer information exchange, networking, operational guidance and basic program information among centers in the LTAP/TTAP organization. The goal will be to create a sense of community among new and existing LTAP/TTAP center staff and promote a culture of continuous knowledge exchange. Additionally, session participants can share experiences, challenges, and possible solutions that can help program staff be successful. Organizers should gather information on emerging issues to ensure sessions are responsive to Center needs.

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### **Key Points:**

- Some sessions will be facilitated discussions that include predetermined topics
- Discussions will center on timely issues that impact participants
- Pertinent information pertaining to LTAP/TTAP center operations will also be provided

### **Professional Development Open Forum (at the annual meeting in January)**

Overall Responsibility:	NLTAPA Professional Development Work Group Chair
Target Audience:	New Center leaders
Participants:	LTAP/TTAP Program Manager, LTAP/TTAP Clearinghouse Director, NLTAPA Professional Development Work Group Chair, additional participants as needed
When and where:	During the winter NLTAPA business meeting in January each year
Expected Duration:	30—45 minutes

Purpose: Facilitate peer-to-peer information exchange and networking among centers in the LTAP/TTAP organization. Taking advantage of scheduled national meetings allows for personal community interaction and support for new directors at least twice a year. An additional motivation is to provide specific touch points for new Center Leaders to share their issues and concerns, as well as obtain needed insights, from both new and experienced LTAP/TTAP personnel. Items from this January meeting may provide topics for further discussion at the summer annual meeting or require clarification by FHWA and NLTAPA. Organizers should gather information on emerging issues to ensure roundtables responsive to Center needs.

### **Key Points:**

- Forums are facilitated, with predetermined topics to start discussions
- Discussions center on timely issues that impact participants
- Focus on responding to the challenges raised by new Center Leaders

### **Regional Meeting New Staff Forum**

Overall Responsibility:	NLTAPA Executive Committee Regional Representative
Target Audience:	New Center leaders and staff

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**Participants:** FHWA LTAP/TTAP Program Manager and/or support staff, LTAP/TTAP Clearinghouse staff, NLTAPA Executive Committee Regional Representative, LTAP/TTAP Center meeting attendees, additional participants as needed

**When and Where:** Agenda session, discussion at Regional Meetings

**Expected Duration:** 15-30 minutes

**Purpose:** Regional meetings represent another opportunity to support our new center leaders and staff. Each regional EC representative should work with the JPDP to identify new Center leaders or staff who will be at the regional meeting and provide sufficient time for discussion. This session takes advantage of the more intimate environment of a regional meeting, providing an opportunity for new or “recently new” center leaders and staff to interact with national and regional peers.

Either the NLTAPA EC regional representative or the attending FHWA representative will notify the JPDP if any issues arise that need additional follow-up or should be discussed at annual meetings.

### **Key Points:**

- Further engender a sense of community and promote knowledge exchange – this time at the regional level among Center peers
- Flexible process based on the Center and the region – can be a preplanned and structured session on a regional meeting agenda of 15-30 minutes discussion, a Q and A among attendees, or a free-flowing event
- Respond to the needs of the new Center staff, the region and the community
- Provide opportunities for additional staff to participate, interact with peers from other Centers

### **Successor to Online LTAP/TTAP Academy**

**Overall Responsibility:** FHWA LTAP/TTAP Clearinghouse Director

**Target Audience:** New and current Center leaders and staff

**When and where:** Online 24/7

**Purpose:** The successor to the LTAP/TTAP Academy will provide orientation tools, background and information that will serve as the foundation for new Center leaders and staff to enter into the national program. This element of the JPDP is intended to be a comprehensive one-stop shop for LTAP/TTAP information. Users will be able to access current descriptions of national

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program efforts and initiatives, including an overview of program organization and operations, key documentation such as the LTAP/TTAP Strategic Plan and Roles and Responsibilities, and other relevant information.

### **Key Points:**

- Intended as a self-paced learning tool accessible to users of all levels of responsibility in LTAP/TTAP
- Focused on the essential information Centers require to insure full participation in LTAP/TTAP
- Continuous updates of available information will encourage multiple visits and an environment of continuous learning