



SRA INTERNATIONAL  
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# Training Remotely in Research Administration 29 October 2024 | 10:30am CDT

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# Implementing the AGES Model in the University of Kentucky's Office of Sponsored Projects Administration (OSPA)

- What will be covered in this presentation
  - Why we decided to change our training methodology
  - What is / How we applied the AGES model
  - Lessons Learned

**How do you create effective training ?**

# Qualitative analysis

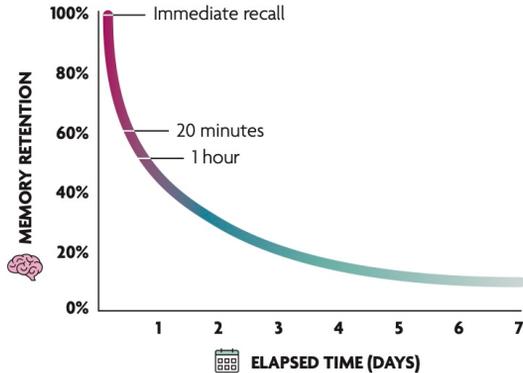
- 6 hires from past year (2023)
- 2 interviews, 30 min, same set of questions
- 1 follow up to confirm takeaways from interviews
- Coded findings

**Key finding:** Learning gaps during training left recent hires feeling unprepared to perform successfully in certain aspects of their role.

- Stress
- Lack of confidence
- Unsure if position is a career fit

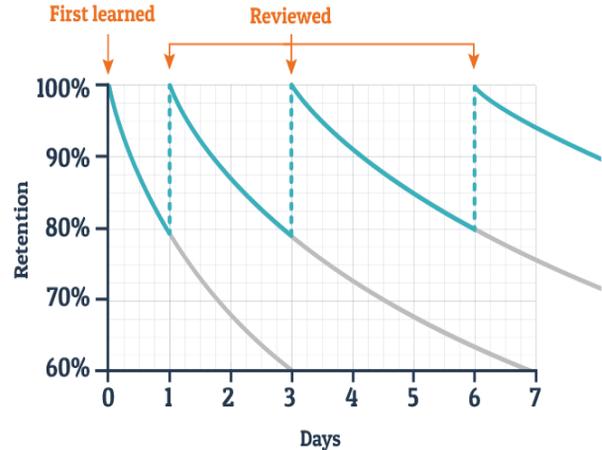
# Ebbinghaus Forgetting Curve (1880-now)

## THE FORGETTING CURVE



This curve demonstrates how information students learn is lost over time when there is no attempt to consciously review & remember the learned material

## Typical Forgetting Curve for Newly Learned Information



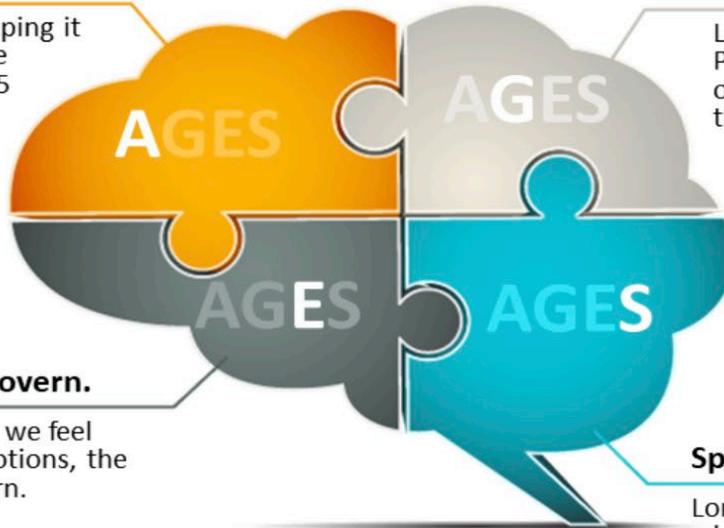
# What does effective training yield? (individual and group)

- Training combined with coaching can make a significant difference in **job performance** and satisfaction
- Positive behavioral changes such as **job commitment** and self-efficacy
- Performance and commitment → + financial performance
  - Satisfaction and self-efficacy → ++ impact on commitment
- Effective training is a curriculum and teaching program that allows learning to become a: knowledge transfer that is integrated into practice
- It is learning that sticks

# AGES Model

## Attention is critical.

Getting it and keeping it  
When the average  
attention span is 5  
seconds.



## Generating insights takes time.

Learning is a journey.  
People need time and  
opportunities to make  
their own meaning.

## Emotions govern.

The stronger we feel  
the right emotions, the  
more we learn.

## Spaced learning sticks.

Longer term recall is best  
when we learn over  
several sittings.

Source: "Your Brain on Learning." CLO Magazine. Apr-2015, quoting research from NYU.

# Attention

## **Attention is critical.**

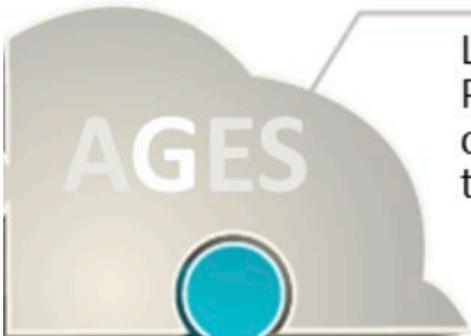
Getting it and keeping it  
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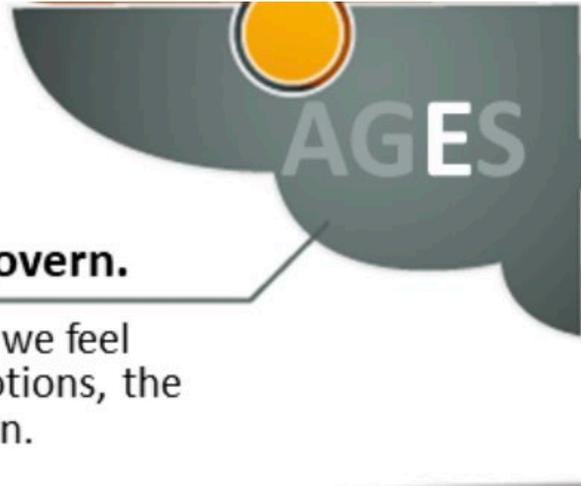
# Generation

**Generating insights  
takes time.**

Learning is a journey.  
People need time and  
opportunities to make  
their own meaning.



# Emotion



**Emotions govern.**

The stronger we feel  
the right emotions, the  
more we learn.

# Spacing

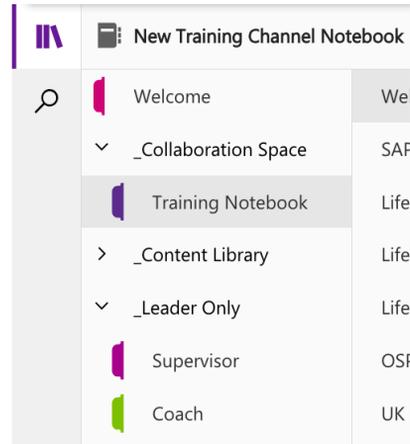


## **Spaced learning sticks.**

Longer term recall is best when we learn over several sittings.

# What we built at OSPA UKY

- Teams Training Channel
  - Training Notebook
  - Structured training pages with LOs (online/1:1)
  - File system
  - Training calendar withing the Channel

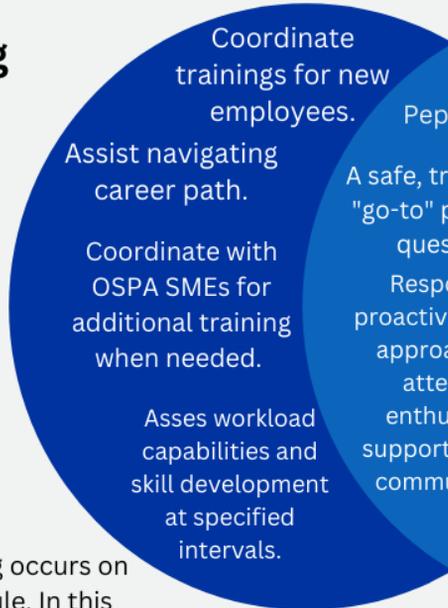


# Integrative Coaching

- Training combined with coaching can make a significant difference in job performance and satisfaction
- ....more impact than previous experience
- OSPA UKY gold standard
- Train the Trainer
  - SMEs/Trainers
  - Coaches

# COACHING

## Formal Coaching



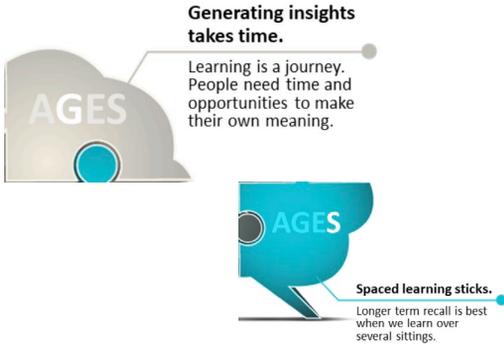
## Informal Coaching

Formal coaching occurs on a regular schedule. In this official capacity you will be part of team that guides a Trainee through formal systems and content training.

Informal coaching is a style of support that is more easygoing and may occur when a person reaches out to you for advice, answers or where to find answers.

# How it Looked in Practice

Follow up training on complicated process



**Generating insights takes time.**  
Learning is a journey. People need time and opportunities to make their own meaning.

**Spaced learning sticks.**  
Longer term recall is best when we learn over several sittings.

Quizzed after reviews



**Attention is critical.**  
Getting it and keeping it  
When the average attention span is 5 seconds.

More relaxed during discussion;  
improved performance



**Emotions govern.**  
The stronger we feel the right emotions, the more we learn.

# Current Outcomes

- September 2023-October 2024
  - 12 New Hires
  - Qualitative feedback
    - All agreed the structure of the training was important
    - All agreed the Coaching played a significant role in their training
    - All had a sense of how they fit into the structure of their team (their role)
- Training Team: catching learning gaps/struggles and redirecting within 30-day window
  - Formal training documents
  - Specialized training documents: RA (Pre-Post); RA 43s; Contracts

# Current Outcomes: Challenges

- Challenges
  - 100% Staff buy-in
  - Need to further implement certain aspects of this model.
  - Supervisor level training

# Questions & Discussion

# University of Kentucky Office of Sponsored Projects Administration

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