



OPERATION
X C E L



Project Case Study

PROFESSIONAL DEVELOPMENT & TRAINING SERVICES

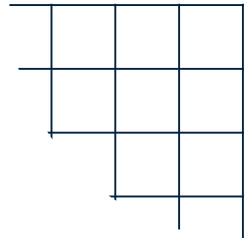
**Change Often - Social
Innovation Firm**

*to improve is to change...
to perfect is to Change Often.*

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Professional Development & Training Services



Project Summary

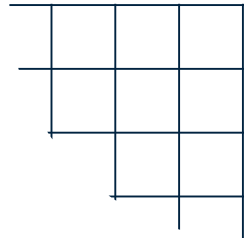
Operation Xcel's Summer Program is designed to enhance capacity in Guilford County Schools students related to academics and character building. Operation Xcel recognized that in order for their students to receive quality education and care, those who are working in the organization must be well-equipped with the necessary tools to provide social-emotional learning and support for their students.

Change Often facilitated an experience where Operation Xcel's teaching professionals learned about being trauma-informed as well as practice strategies to build resilience. The Community Resiliency Model (CRM) training is a research-based approach to learning about the lifelong impact of trauma and provides skills to help combat them. CRM training helped Operation Xcel's staff further their knowledge about the effects of trauma and ways to combat Adverse Childhood Experiences (ACEs) for themselves and their students. Additionally, the participants acquired skills to respond to stress, recognize symptoms of trauma in their students, and identify potential triggers.



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Product Scope

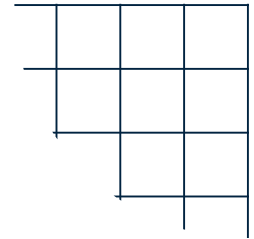
The Services were defined as tasks associated with completing the following project deliverables:

- The sessions provided participants with a unique experience that promoted theoretical & practical-based learning and focused on leading participants in the discussion and practice of topics that help build their individual and collective capacities.
- By examining applicable strategies that are backed up by substantiated research, Change Often provided a distinctive learning environment that empowered participants to employ a growth mindset approach to organizational and individual improvement.
- In addition to leading the session, trainers provided supportive pre-work and post-work assignments that focused on the respective topic. Trainers also shared enriching and educational resources that participants could access should they want to take a deeper dive in a specific content area following the session.
- Finally, trainers carried out all necessary administrative responsibilities associated with the session including: set-up & dissemination of registration processes, developing and maintaining a platform that will keep all prerequisite and supporting items consolidated in one place, securing (when necessary) available speakers to provide subject-matter expertise, and remaining available for all inquiries pertaining to the session.



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Product Scope | Outcomes

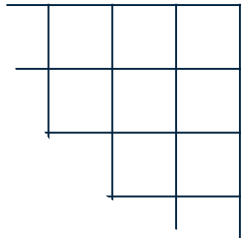
Pre- and post-assessments were given to measure the participants' growth in the understanding of the content delivered. Participants were asked about their knowledge of stress management skills, level of understanding of the impact of trauma, ability to help students manage their reaction to trauma and stress, and their level of resilience.

The results below reflect the effect the training had on the participants' capacity to perform within each measuring point.

	Before Training		After Training	
Knowledge of stress management skills	good	40%	good	78.3%
	fair	48%	fair	17.4%
	poor	12%	poor	4.3%
Level of understanding the impact of trauma	good	38.5%	good	100%
	fair	61.5%		
Help students manage their reaction to trauma/stress	good	56%	good	87.5%
	fair	36%	fair	12.5%
	poor	8%		
Level of resilience	good	20%	good	78.3%
	fair	72%	fair	21.7%
	poor	8%		

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Product Scope | Outcomes

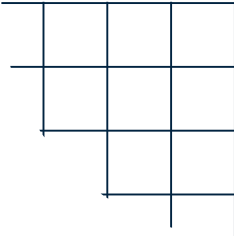
After completing the training session, a survey of participants reported:

- 38.3% increase in knowledge of stress management skills compared to those reporting good knowledge before undergoing training.
- 100% of the participants declared they had a good level of understanding the impact of trauma, compared to 38.5% prior to the training session.
- 87.5% of participants ranked their ability to help their students manage their reaction to trauma and stress as good. Additionally, no participant ranked their ability to help students manage their reaction to trauma & stress as poor after completing the training.
- 78.3% of the participants reported their level of resilience as good, compared to the 20% reporting their resilience as good prior to completing the training.



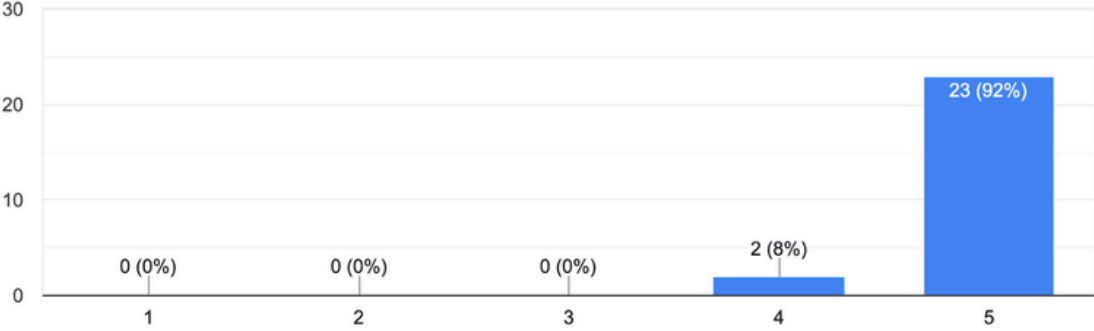
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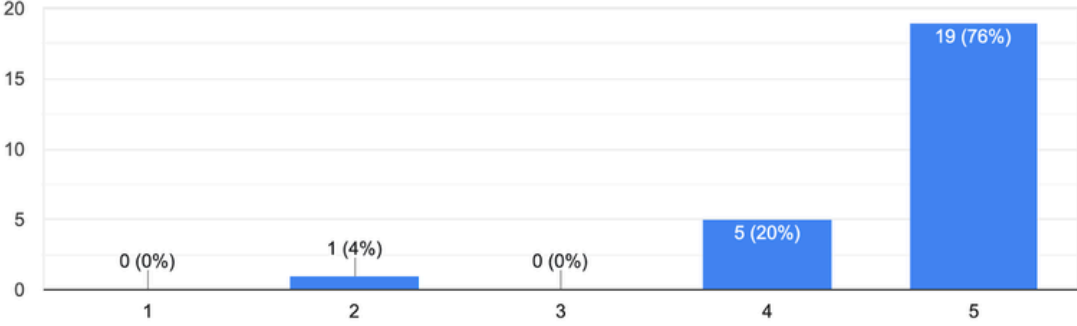


Post CRM Training - Participant Survey Responses

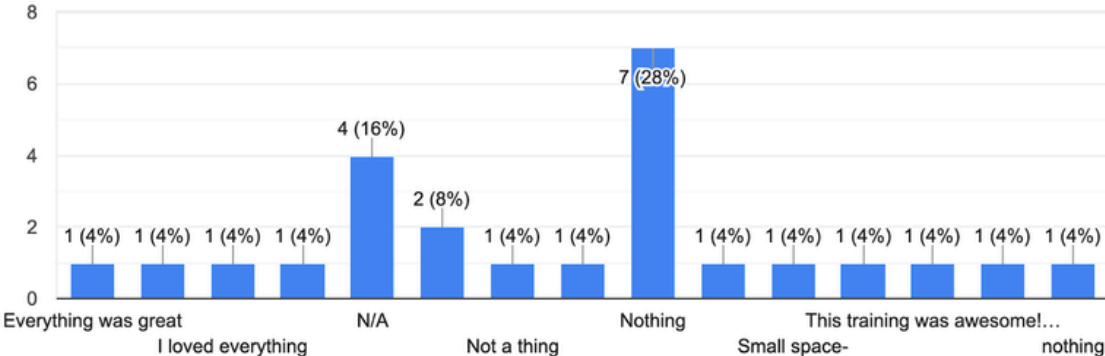
The presentation met my expectation
25 responses



I will be able to apply the knowledge learned
25 responses

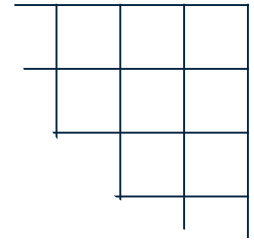


What, if anything, did you dislike about this training?
25 responses



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Participant Reflections and Comments

This feedback was provided to the C.O. team in a post-event evaluation taken by session participants. We believe that this feedback highlights the necessity and useful nature of the experience & environment cultivated throughout the training.

**“
You can teach an old dog new tricks.
Before today, I had the mindset of ‘I am
the adult, and you’re the kid.’ I used
harsh language that I now see could
cause triggers... I learned so much
today.
”**

**“
Healed and Transformed our space.
”**

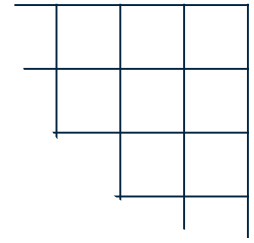
**“
Very knowledgeable,
entertaining, and an open-
minded experience
”**

**“
Every educator needs this training!
”**



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Participant Reflections and Comments

This feedback was provided to the C.O. team in a post-event evaluation taken by session participants. We believe that this feedback highlights the necessity and useful nature of the experience & environment cultivated throughout the training.

**“
This session was so therapeutic and enlightening! I enjoyed the release that I received and what I plan to take into my own life, my upcoming marriage, and my new teaching career.
”**

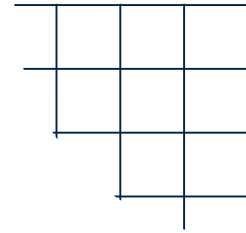
**“
Very effective in generating conversations that can lead to change.
”**

**“
This training is very necessary! Having people who have worked in education to lead it made it 10 times more relatable.
”**



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The comments below were extracted from an evaluation given to OPX staff by Executive Director, Charlene Gladney, following the CRM training:

“

Always bring them back :)

”

“

Change often was excellent and should be incorporated consistently.

”

“

I think as a team we would benefit from having more training like this.

”

“

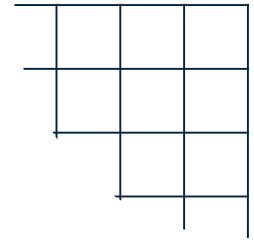
More mental health and awareness trainings like the one today.

”



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The comments below were extracted from an evaluation given to OPX staff by Executive Director, Charlene Gladney, following the CRM training:

I would like to see more from the Change Often folks.

I really appreciated today's training. It really is something I have lacked knowledge of and I didn't know how much I could relate to everything!

Change Often's presentation, participant engagement, and feedback were awesome! Also, it was very nice that lunch was provided on this day.

Absolutely amazing workshop, that far exceeded my expectations!

