

Instructions for Trainers

This questionnaire is designed to be used by Certified Nurtured Heart Approach® (NHA) trainers for training evaluation. In addition, the Training Questionnaire can be used to screen job applicants, as a supervision tool for mentoring staff, and as a snapshot of agency culture.

Training Evaluation

- Training should produce positive changes in knowledge, skills, and/or attitudes. One way to measure such changes is through a pre/post measure, such as the NHA® Training Questionnaire.
- To be able to compare the pre-test and post-test versions, both need to have the trainee's name written on the questionnaire. Other identifiers can be used, such as numbered questionnaires, but a code list would be necessary to match names and numbers so the trainer can correctly distribute the pre-tests.
- For the pre-test, have trainees complete at the beginning of the training before providing any information about NHA®. The ideal way is to allocate the first 5 or 10 minutes of the training, as the trainees arrive, then collect the questionnaires before starting the training.
- For the post-test, have them complete the questionnaire at the last session in pen (to prevent them making changes), then allow time for reviewing the results together in the training.
- After all trainees have completed the post-test, distribute the pre-tests so that trainees can compare their responses. Discuss their reactions, then collect both pre- and post-tests.
- Encourage the trainees to follow up with their supervisors.

Recruitment and Hiring

- Job applicants may be asked to take the NHA® Training Questionnaire, then discuss it in the job interview.
- Because the questionnaire has not been thoroughly studied to determine whether it can predict success on the job, it should not be used as a screening measure. However, it may be effective in promoting discussion during an interview, which may provide additional information for evaluating and comparing applicants.

Staff Supervision:

- The NHA® Training Questionnaire can be a tool that prompts ongoing discussion in clinical supervision—either by selecting certain questionnaire items for discussion or to compare a staff person's self-evaluation with the supervisor's impression as part of an annual performance evaluation.
- When processing experiences of staff providing direct services during clinical supervision, items on the NHA® Training Questionnaire may be rated and discussed in relation to work with one youth and/or the youth's family. Although the questionnaire items are referring to principles, supervision discussions could focus on whether each principle was applied in a situation with that youth and/or whether the family seems to have applied that principle.

Agency or Team Culture Assessment:

- Tallies can be made on questionnaire responses from an entire team or a large percentage of staff (80% or more). This can give team leaders, supervisors, and administration a sense of the "leaning" of the agency.
- Items that trend in the desired direction can become a source of praise and pride, whereas items with a less desirable trend point towards the need for additional training and supervision.
- Having a team-wide or agency-wide profile may make it possible to identify outliers—both NHA® champions and staff who present potential difficulties.
- Trainers and supervisors can review staff ratings through individual or group supervision.

Instructions: This questionnaire has twelve (12) items that ask about understanding and responding to youth behavior. For each item, place an “X” in the box that indicates the extent of your agreement (or disagreement) with the statement.

	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4
1. Giving warnings prior to consequences helps youth not to break the rules.				
2. Praise and recognition for displays of desired behavior works better than punishment for reducing displays of undesirable behavior.				
3. When you give long and detailed feedback about desired behavior, the desired behavior happens more.				
4. Youth will learn best when adults focus more energy on correcting rule-breaking behavior.				
5. Consistently noticing and sharing desired qualities and behaviors in youth helps strengthen those qualities and behaviors.				
6. The most effective way to decrease unwanted behavior in a youth is with detailed feedback about what they did wrong.				
7. Reviewing undesired behavior from the past with a youth does not help them to increase desired behavior.				
8. Brief consequences help youth get back on track quickly.				
9. Warnings help a youth follow the rules.				
10. It does not make sense to praise a youth for something they should be doing anyway.				
11. Being clear about the rules up front helps youth to behave appropriately.				
12. When youth are behaving the way you want them to it is best not to pay attention (to leave well enough alone).				

This Nurtured Heart Approach Training Questionnaire was developed through the collaborative efforts of Cathy Cummings, MA, Denise Davis, MHS, Lorraine D’ Sylva-Lee, MA, MLPA, Dawn Lacy, MS, LMFT, Paulette Mader, MSN, Karen McGrellis, LPC, MPA, Frank Picone, LCSW, Karen Rea, MA, Margaret Swarbrick, PHD, FAOTA, Mario Tommasi, Ph.D., ABPP, and Barbara Wilson, LCSW. For more information contact Margaret Swarbrick swarbrma@ubhc.rutgers.edu

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