

Lessons Learned

Remedy Training Project

Summary of Feedback Received
June 11, 2025

Introduction

The purpose of this document is to present feedback from DSP representatives on lessons learned to date from the Remedy Training Program (August 2024 – May 2025).

Feedback was gathered internally via a **short discussion** with DSP Leadership (EDs, Directors, PMs) followed up with a **survey**. There were 11 respondents to the survey, including DSP Directors and Managers, and two individuals from Davis Pier who closely supported training.

The survey asked:

- *What went well?*
- *What did not go as well?*
- *What could be improved?*

All feedback is summarized over the following slides.

What went well?

Excellent opportunities for networking and getting to know one another, especially across the different roles.

The use of experts to deliver messaging as well as involvement from DSP Leadership showed strong commitment to the Remedy.

Plenty of time allocated for modules, accommodating for different digital literacies, understandings, and technical troubles.

The mix of virtual and in-person offerings was well planned (e.g., in-person CCM was key).

Clear commitment from DSP in prioritizing the needs of new staff and making them feel supported.

Strong teamwork across the various staff profiles.

Variety of presentation methods was well-received: panels, discussions, presentations, activities.

Hearing from first voice added critical context and understanding.

What did not go as well?

Trainings were planned by role, which limited cross-functional learning opportunities.

Having comprehensive training for internal staff without a similar approach for external staff may create an imbalance.

Planned materials and activities didn't always align with trainees' realistic pace of learning.

The timing of some modules was challenging because not all the programs referenced in training were yet designed.

Some Expert direction was not aligned with actual DSP processes, procedures, and systems.

Some comments were received on length of time away from home and lengthy hours of training, especially for IPSCs.

It is difficult to deliver a model that has not been practiced, so, many questions about process and procedures remain.

What could be improved?

Ensure there are additional opportunities to reinforce learning through hands-on activities.

For CCM, ensuring the tech is appropriate for virtual teaching and follow-along - multiple screens, power cords, microphones, etc.

Consider including DSP Program Coordinators in training, specifically systems and process changes.

Have the staff hired and in-office before sending to training where possible.

Continue to look for opportunities to bring different roles into the room and connect with one another.

Include first voice more in the development of materials and future learning opportunities.

Consider alternate scheduling that lessens the load on participants, especially those who must travel.

Switch up the speakers more often to keep people engaged.

Recommendations

The following are high-level recommendations for the future based on the feedback captured:

- 1 Instill a **continuous training culture** where teams on the ground support and mentor each other with the guidance of some targeted training content.
- 2 Consider opportunities to weave **first voice and community participation** into future learning opportunities.
- 3 Continue to prioritize **relationship-building and collaboration** by mixing training opportunities across roles.
- 4 Prioritize active, **capacity-building** approaches that focus on practicalities over theory.
- 5 Develop a **plan for sustainability** that prioritizes participants.