FOR EDUCATORS: Delivering Great Customer Service

EDUCATOR CHALLENGE!

Providing a personalized, learner-centered learning environment requires much more than just career-pathway expertise! Educators must integrate personalized approaches, real-world learning, competency-based education, and student agency - voice and choice - to foster postsecondary, career, and civic success. So, progressive educators concurrently need to deepen their career-pathway expertise and enrich their pedagogical practices.
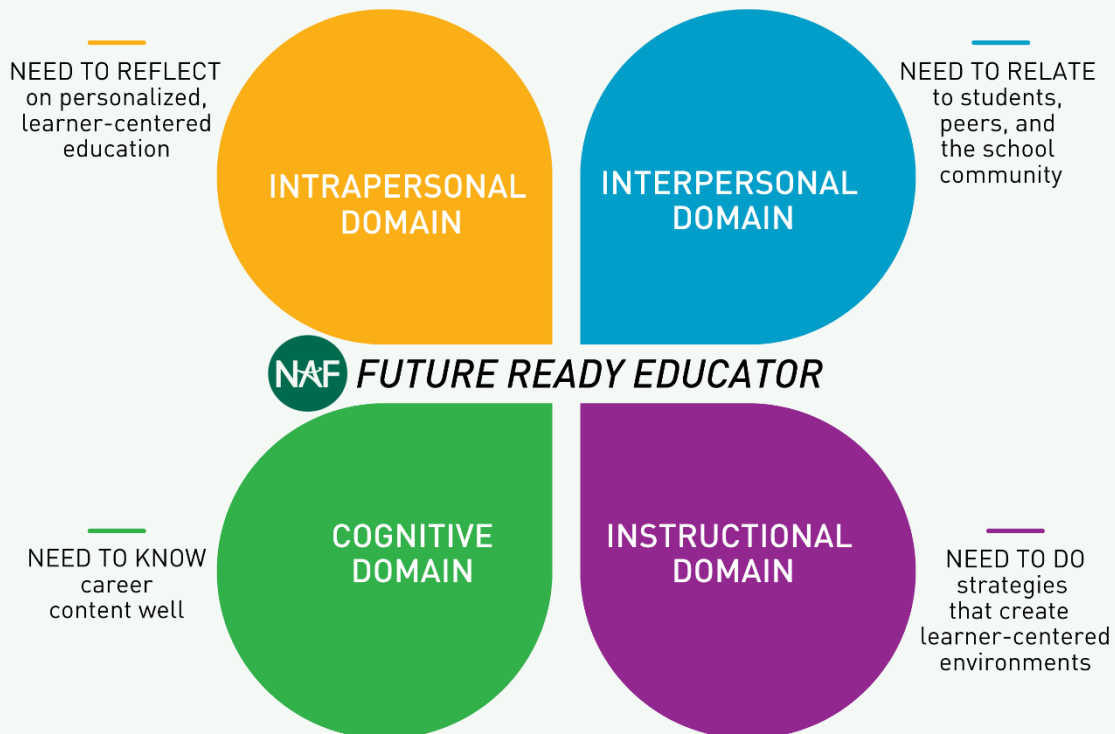
NAF FUTURE READY EDUCATORS

Future ready educators create personalized, learner-centered environments and implement competency-based education by:

- Participating in reflective teaching practices about how to engage learners and adjusting and improving their instructional quality.
- Enrolling in self-selected professional learning.
- Providing equitable and culturally responsive learning opportunities.
- Developing as a professional in Knowledge Works' four competency domains: INTRAPERSONAL, INTERPERSONAL, COGNITIVE, and INSTRUCTIONAL.

PROFESSIONAL LEARNING DOMAINS

NAF Future Ready Educators engage in personalized, learner-centered educational practices as they strive to create equitable learning environments to ensure learners fulfill their potential and are future ready. Use this framework as a customizable tool to guide educator development:

NEED TO REFLECT on personalized, learner-centered education

INTRAPERSONAL DOMAIN

NEED TO RELATE to students, peers, and the school community

INTERPERSONAL DOMAIN

NAF *FUTURE READY EDUCATOR*

NEED TO KNOW career content well

COGNITIVE DOMAIN

INSTRUCTIONAL DOMAIN

NEED TO DO strategies that create learner-centered environments

Explore Knowledge Works to learn more.

PROFESSIONAL LEARNING RESOURCES

NAF educators reflect on the effectiveness of their instructional approaches and may choose to alter or refine their pedagogical practices. NAF supports the concept that professional growth is a personalized journey based on educator choice.

On the next two pages, there are online resources that align with each of the Professional Learning Domains to inspire professional learning:

INTRAPERSONAL DOMAIN

(Need to Reflect)

REFLECT on self and student expectations and educational paradigm shifts to move toward personalized, learner-centered environments.

FREE COURSES:

- Growth Mindsets for Teachers and Learners
- Understanding the Learner-Centered Experience
- Learner-Centered Elements
- Learner-Centered Design

ARTICLES:

- What is Reflective Teaching?
- 3 Reflective Practices for Effectiveness
- Turn Your Classroom into a Personalized Learning Environment
- Design Thinking

RELATE to students, peers, and the school community by developing social, personal, and leadership skills.

INTERPERSONAL DOMAIN

(Need to Relate)

FREE COURSES:

- Managing Emotions in Times of Uncertainty & Stress
- The Teacher and Social and Emotional Learning (SEL) Specialization
- Educational Leadership in the 21st Century

DIVERSITY, EQUITY, & INCLUSION COURSES ($):

- Diversity, Equity, and Inclusion: A Beginner's Guide
- A Diversity Deep-Dive, Leadership Insights, and Lessons!

GUIDES & TOOLKITS:

- Career Readiness – Help Students Get Career Ready
- Employer Engagement
- Virtual Work-Based Learning

PROFESSIONAL LEARNING RESOURCES

KNOW career content well to promote learners' metacognition and content learning.

COGNITIVE DOMAIN

(Need to Know)

FREE COURSES

- Hotel Management Course (Short Course)

@Alison - Marketing:
- Marketing through the Internet and Social Media
- Customer Relationship Management in Business Service
- Sales Techniques - Interacting with Customers
- Tourism Marketing and Promotion
- Human Resources - Behavior and Diversity in the Workplace

DO implement competency-based learning strategies and create personalized, learner-centered environments to create dynamic learning.

INSTRUCTIONAL DOMAIN

(Need to Do)

FREE COURSES/WEBINARS:

- Learn Next - Explore courses and register to earn micro-credentials:

  - Personalized Learning
  - Competency-based Learning
  - Deeper Learning
  - Broader Definition of Success
  - Learner Agency
  - Assessment for Learning
  - Tech-enabled

- How to Create Dynamic Learning Experiences for Students

GUIDES & TOOLKITS:

- Getting Started with Blended Learning Toolkit
- Personalized Learning Guidebook
- Intel Educators Guide to E-Learning

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