Ethics: Train the Trainer

The Big Picture

July 2009
Keys to Training

- Begin with the end in mind
- Understand adult learning principles
- Embody the right trainer characteristics
- Connect with the participants
Trainer Themes

- Earn the respect of the audience
- The Golden Rule isn’t enough
- Be yourself: improve weaknesses but build on your strengths
- Pay attention to preparation, trainer characteristics and process
Begin with the End in Mind

- **What is the purpose of the training?**
- **Who wants it done?**
- **What do you want the participants to come away with?**
- **What has to happen in the training?**
Understand Adult Learning Principles

Adult learners prefer:

- Doing: active over passive learning
- Focusing on real problems and practical solutions
- Using their experience
- Having some variety
- Being in control
Meet with the Sponsors

Understand:

- What is wanted (unwritten agenda)?
- Who will be there?
- Participant experience
- Desired outcome
- What are the group’s customs and traditions?
Preparation

- Set up an agenda and check with the sponsor
- Create a checklist
Plan for Trouble Spots

- Breakdown in process
- Everyone talking at once
- No one talking
- Straying off the agenda
- Dominators
- Non-engaged people
- Interruptions
Small Group Exercise

- Think of an upcoming training you will have to lead
- Look at the previous slides for preparation and rough out a plan for the training
- Explain the plan to your partner
- Partner gives feedback
- Switch roles
Understand Adult Learning Principles

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Personality Types

- Introverts and Extraverts
- Sensors and Intuiters
- Thinkers and Feelers
- Judgers and Perceptors

http://www.myersbriggs.org/
Learning Styles

- Visual
- Auditory
- Kinesthetic
Embody the Right
Trainer Characteristics

- Prepared
- Credible/Trustworthy
- Authoritative
- Flexible
- Purposeful
- Inclusive
- Tactful
Embody the Right Trainer Characteristics

- Observant
- Patient
- Analytical
- Upbeat
- Focused on students
Embody the Right Trainer Characteristics

- Add to original list
- Place dots on the two most important characteristics
- Pick your signature characteristic
- Pick your area for improvement
Connect with the Participants

- Be clear about what you want to accomplish
- Be clear about what you want from them
- Provide real problems for them to work on
- Let them use their knowledge and experience
- Let them create ideas and solutions
- Let them collaborate
Running the Session

- Clear on process
- Let group do the work
- Treat people as equals for ideas
Use of Tools

- *Flip chart, PowerPoint, sticky notes and white board*
- *Adults need reinforcement and stimulation to learn*
- *Customer focus (Turcotte’s findings)*
- *Practice so that you’re comfortable with the tools*
Improving your Training

- Practice in house
- Use colleague as “silent partner”
- Concentrate on one area of improvement at a time
Points of Emphasis

- Do’s and don’ts
- Get audience to participate
- Having to wing it
- Observe, observe, observe
- Plan, plan, plan
- Practice, practice, practice
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