

Train the Trainer - Module 4

The Passengers

The Trainee

1. **Relate training to the person's jobs responsibilities and career progression:** Most likely, your trainees will be in a training that aligns with their career goals. Effective trainers draw connection between the training material and how it will help them in their job. They relate new ideas through familiar examples. They describe tangible examples of how their job will improve after they complete the training and share how past trainees were successful applying their new skills.
2. **Build trust with the trainees:** Sharing your background, your experiences, and how you've personally applied the content you want them to learn helps a trainer create mutual trust.
3. **Exploration:** Give trainees some control over their learning. Trainees want to get involved and experience the content first-hand, rather than systematically going through the content. Exploration begins by fostering an active learning environment. This means giving trainees opportunities to experience and practice their new skills. Effective trainers know that this is when mistakes occur and when the real learning happens. Even the best designed trainings will fail to make an impact without motivated trainees. So remember, keep the content relevant, build trust, and allow your trainees to explore.

Managing the Trainees

Typically a trainee is polite and courteous and easy to work with, However, there may be times that you encounter a trainee that may be a challenge. They may be labeled a questioner, the interrupter, the distractor, and the confronter. Let's look at these types of trainees and how to handle them.

1. **Questioner:** The questioner insists on asking, and sometimes, answering all of the questions. Make sure you deal with this quickly so other trainees do not get annoyed. You may simply say, "that's a great question, now let's hear from someone else in the group".
2. **Interrupter:** The interrupter usually wants to showcase his or her knowledge. Diffuse this by calmly explaining you have a lot of ground to cover in a short time. And you'll happily speak with them, at length, after the presentation.
3. **Distractor:** The distractor keeps whispering or having side conversations. While presenting, simply look at the person, and ask if there's a question or something they'd like to share with the group.
4. **Confronter:** The confronter wants to deliberately cause trouble, but fortunately this doesn't occur often. When it does, start with the previous points I've mentioned here. If they ask a confrontational question, restate it in a neutral fashion before responding. Saying something like, "What I hear you asking is..." Then respond confidently and directly. This communicates you refuse to be intimidated. No matter what happens, maintain your composure. Always remain calm, pleasant, and polite.