

Welcome to section 4 of Train the Trainer, where we will discuss the TRAINEES or the PASSENGERS of your trip.

-As you probably know people are busier and more distracted than ever. So, as a trainer, it's essential to discover ways to **motivate and engage** your trainees to learn.

**First, it's essential to relate training to their job responsibilities and their career progression.** Most likely, your trainees will be in training that aligns with their career goals. Effective trainers draw a 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.

**Next, it's important to build trust with the trainees.** Do this by sharing your background, your experiences, and how you've personally applied the content that you want them to learn.

**Finally, the best trainers allow trainees to explore, giving them 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. Remember to use hands-on activities. Effective trainers know that it is when mistakes occur is when real learning happens.

**Now, let's discuss how to manage 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 is challenging. Let's look at these types of trainees and how to handle them.

First, the **questioner** is the person that 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".

Then, there is the **interrupter** is the person who usually wants to showcase his or her knowledge. Diffuse this by calmly explaining you have a lot of ground to cover in a short amount of time. And you'll happily speak with them at the end of the presentation.

Then, the **distractor**. This is someone who 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.

And finally, there's the **confronter**. This person 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.

I hope you enjoyed section 4 video of Train the Trainer. Make sure you read the attached handout for this section. Now it's time to take a short quiz regarding the information covered in this section.