



# Train the Trainer

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# Learning Objectives

After completion of this training, participants will be able to:

- Describe what a training is and why its important
- Explain the parameters for understanding your audience
- Discuss the main principles of adult learning
- Describe how to develop training materials
- Explain how to create teach back training exercises
- State the importance of giving and receiving feedback



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# Introduction

# What is training?

- Training is the acquisition of:
  - Knowledge
  - Skills
  - Competencies
- Training has specific goals of improving:
  - Capability
  - Capacity
  - Performance



Training is an organized activity aimed at providing information or instructions to improve the recipient's performance or to help them acquire a new skill.

# Why is Training Important?

- Improves the efficiency of the workforce
- Improves attitudes of employees so they are more efficient and productive
- Makes workers multi-skilled and flexible
- Introduces new concepts, processes or instruments
- Helps staff adapt to change
- Provides staff who are the trainers with new opportunities
- Increases job satisfaction, morale and motivation



# How do People Learn?

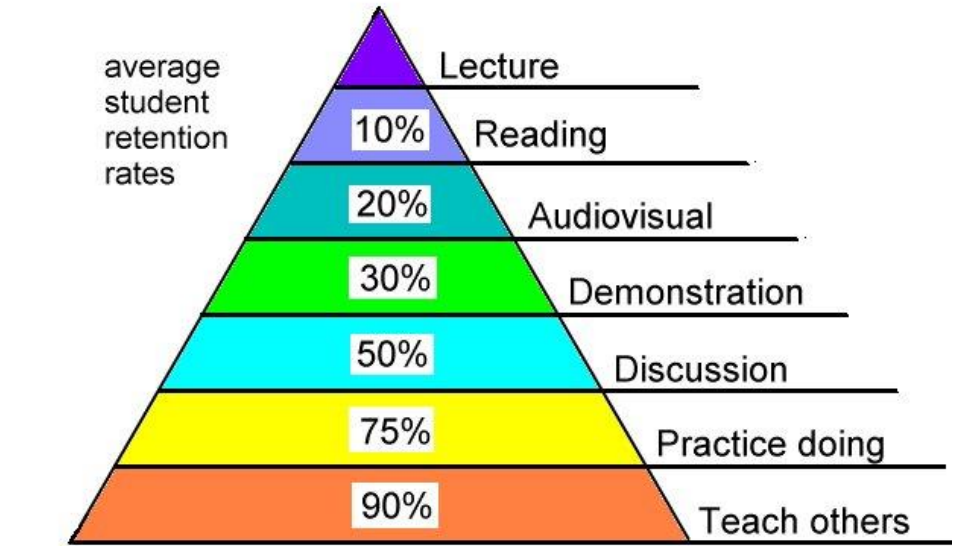
There are three basic learning styles:

Hearing → **Auditory**

Watching, observing, reading → **Visual**

Moving, doing, practicing, touching → **Kinesthetic**

Learning Pyramid



Source: National Training Laboratories, Bethel, Maine

# Quick Exercise #1

- What do you already know about how adults learn?
- Write down one or two facts about adult learning

You will remember what you  
**WRITE** better than what you  
**READ** or **HEAR**.



# Quick Exercise #1

- What do you already know about how adults learn?
- Write down one or two facts about adult learning.

A photograph showing a person's hands writing in a spiral notebook. The person is wearing a yellow shirt. The notebook is open, and the person is using a pen to write on the page. The background is blurred, showing a wooden surface.

You just connected to  
**PRIOR LEARNING**

You will  
**WRITE** better than what you  
**READ** or **HEAR**.

# Quick Exercise #2

- What do you want to learn from this presentation?
- Write a sentence describing it



## Quick Exercise #2

- What do you want to learn from this presentation?
- Write a sentence describing it

A close-up photograph of a soccer ball hitting the net of a goal. The ball is white with black panels, and the net is white. The background is a blurred blue sky.

You just created your  
**PERSONAL LEARNING  
GOAL**

# Outcome of Quick Exercises

- You made TWO connections:
  - To prior learning
  - To your own learning goal

**Connections are the keys to  
adult learning**



Learning is a journey of connections.

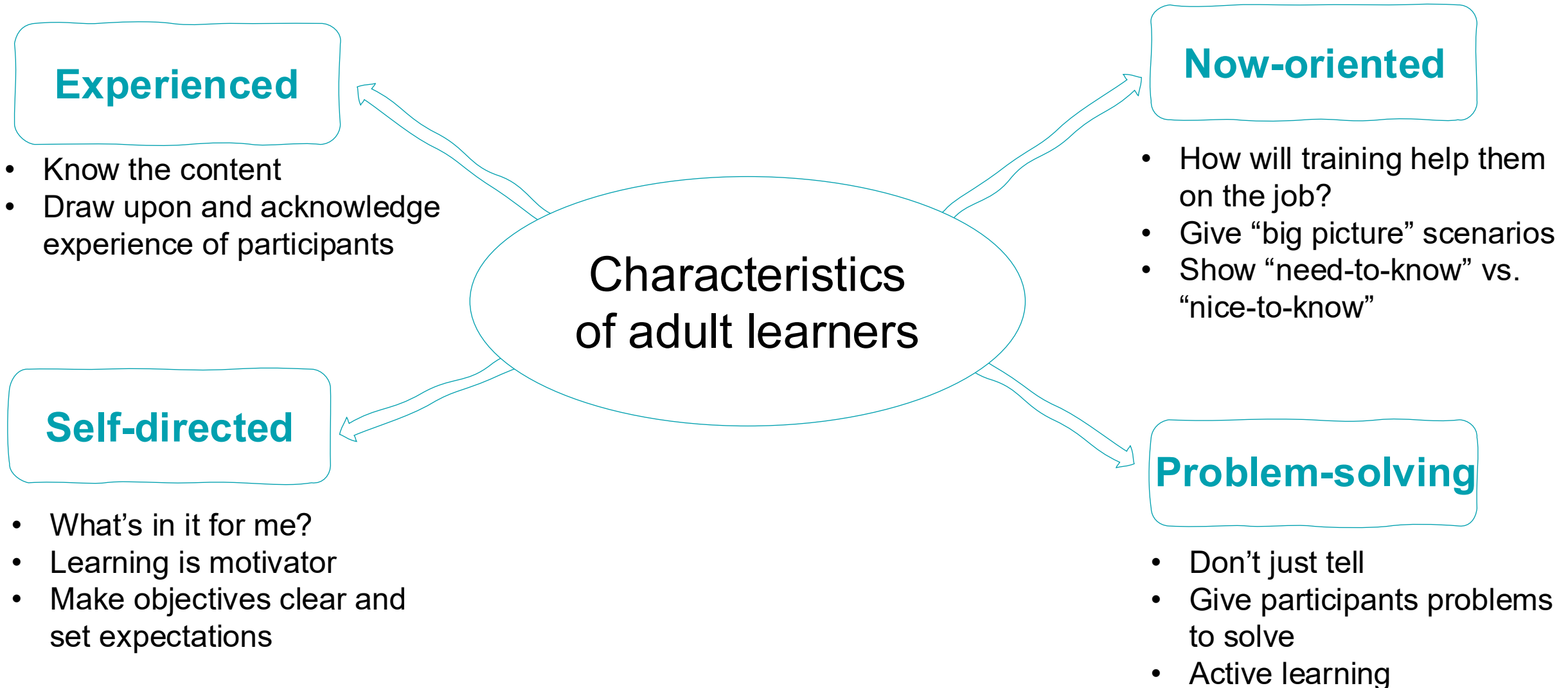


# Important Aspects of Training

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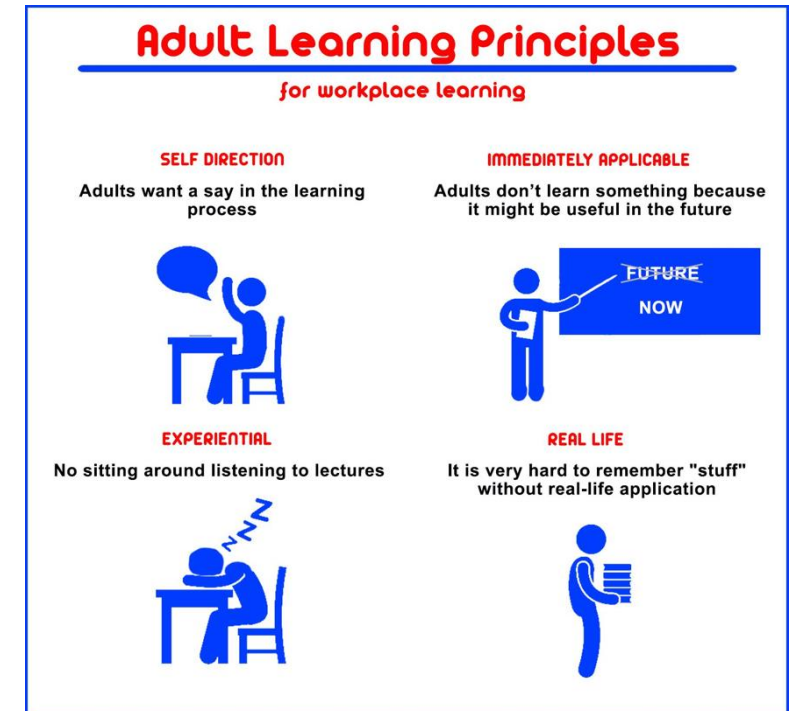
- Know your audience
- Apply adult learning principles
- Be prepared to train
- Manage the training
- Communicate effectively
- Use visual aids effectively
- Customize or modify training materials
- Engage the participants

# Understanding the Audience – Adult Learners



# Principles of Adult Learning

- Voluntary learners – learn best when they want and need to learn
- Want to know why information is important (purpose) and how they can use it
- Learn when they participate in the learning process
- When there is an opportunity to practice and apply what they have learned
- When there is a focus on a relevant problem and practical application of concepts
- When there is active cognitive and psychomotor participation in the process



**Active:** class participation,  
hands on activities

**Passive:** read, listen, observe

# Four Elements of Adult Learning

Motivation

Learning must matter!

Reinforcement

Rewarding learning helps to reinforce

Retention

Without retention, learning evaporates

Transference

Let trainees show what they've learned

# Teaching Adults

Method of learning	Percent retained
• Reading	< <b>10%</b>
• Hearing	< <b>20%</b>
• Seeing	< <b>30%</b>
• Seeing and Hearing	< <b>50%</b>
• Talking and Writing	< <b>70%</b>
• + Doing	<b>90%</b>

Learners have more effective retention when more than one training method is utilized

# Teach Adults Anything in 4 Easy Steps

## Get Connected

- Connect to the content through prior learning and learning goals
- Connect to each other
  - Quick writing exercises
  - Sharing with a partner
  - Expressing your most important training objective and why

## Show and Tell

- Images (anything visual)
  - Photos
  - Graphics
  - Videos
  - Demonstrations
- Tell a story
  - Stories help people remember
  - Remember the more you talk, the less they learn

## Let them do it

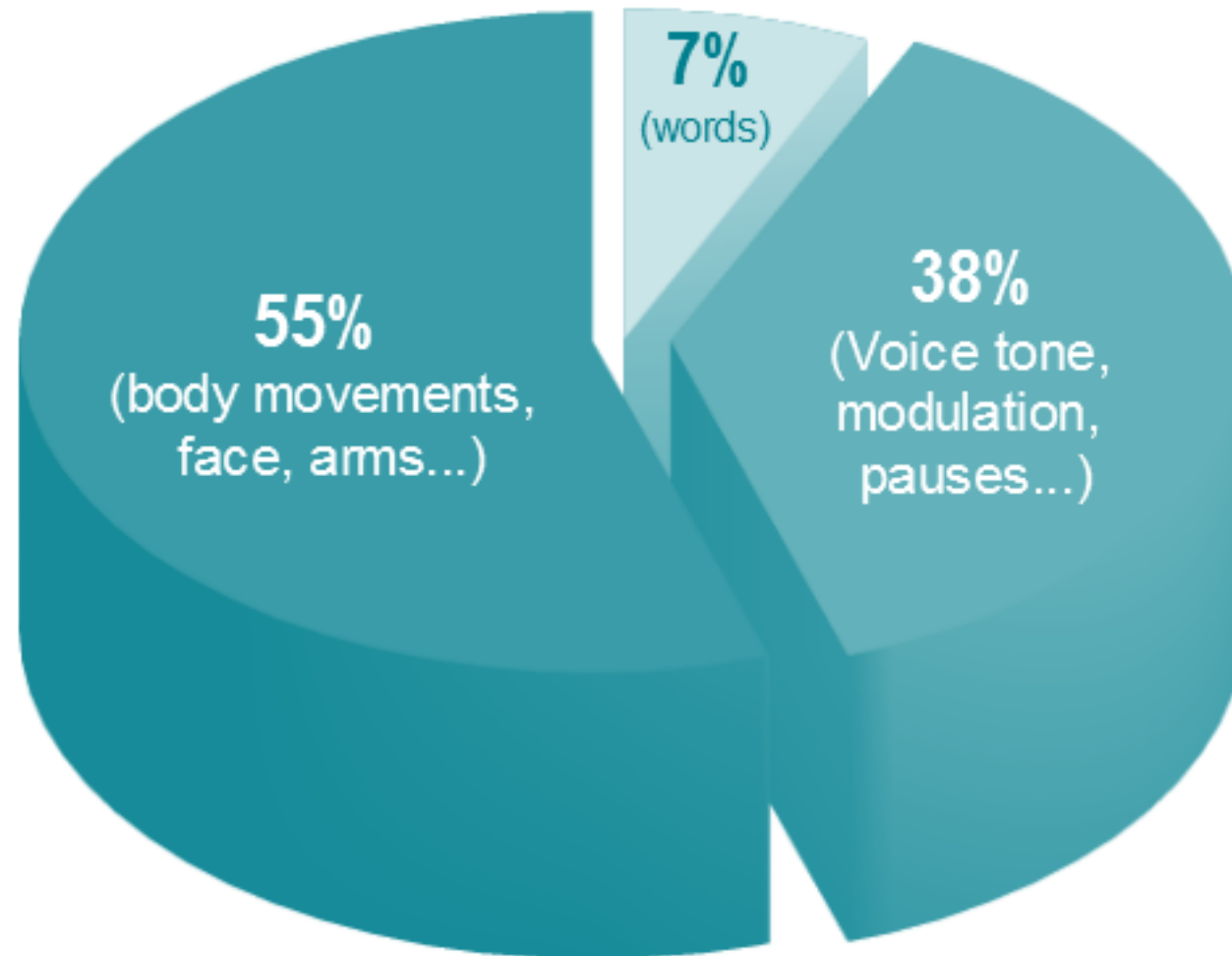
- Actively review content or actively practice skills 6 times in 6 different ways
- Teach-Back
  - Individual picks a topic to explain concepts or demonstrate skills to class
  - Tables choose a concept or skill to explain or demonstrate back to class
  - Class divides in half and teaches or demonstrates to other half

## Evaluate

- Evaluate what have you learned so far
  - Self-assessment
  - Written or verbal test
  - Demonstration
  - Teach-back
- Make and action plan for what will you do with new knowledge
  - Commit to use what has been learned

# Delivering a Training: Communication Skills

Effective communication is made up of:



# Use Visual Aids Effectively

- Visual aids can get your audience's attention, as well as improving their understanding and memory
- Examples of visual aids: PowerPoint slides, graphics, pictures, diagrams, objects, etc.
- Visual aids should be clear, simple and high quality
- Make sure the visual aid supports your message
- Point out key elements in the visual aid, especially if it is complicated (like a graph or chart)

# Customize and Modify Training Materials

- Trainings should have standardized training modules and aids, but they can be modified to fit the needs of your specific audience or training topics
- Modify slides, exercises, handouts

# Engage the Participants

- Engaging participants in the training can be challenging and rewarding
- Training techniques to help participants stay engaged:
  - Create a participatory training situation
  - Use different presentation styles and teaching aids
  - Use questions (closed-ended, open-ended, probing)



# Developing Training Materials

# Types of Training Materials

## Presentations

- Target visual learners
- Manage training flow
- Provide key for instructor
- Allows for presentation of complex data

## Handouts

- Allows students to follow along
- Provides note taking space
- Provide visuals that can be used after training
- Allows students to more actively listen and take additional notes on important items

## Visual Aids

- Physical dimension
- Provide break for tactile learners
- Allows better access to some components

## Demos

- Able to show sequencing
- Touches on small items that are hard to add to a presentation
- Allows the instructor to provide useful hints that are not in reference materials



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# Teach back Training

# Teach Back Training

- Teach Back is both a training technique and a validation method to assess participant learning
- Teach back training allows the participants to “teach back” certain training topics to the group
- This simultaneously covers training content as well as giving the main facilitator a way to assess facilitation skills of participants and the depth of *their* understanding of the content they teach



# Why Teach Back Works

**Show  
me**

The trainer demonstrates step-by-step for the participants

**Try me**

The participants perform the exercise on their own with guidance from the trainer

**Teach**

The participants teach the exercise to new students



# Advantages of Teach Back Training

- To practice in a safe and supportive environment
- Observe multiple training styles from other participants
- Receive real-time feedback for their performance
- Build confidence in training others
- Learn the technical content better
- To enhance their own training style





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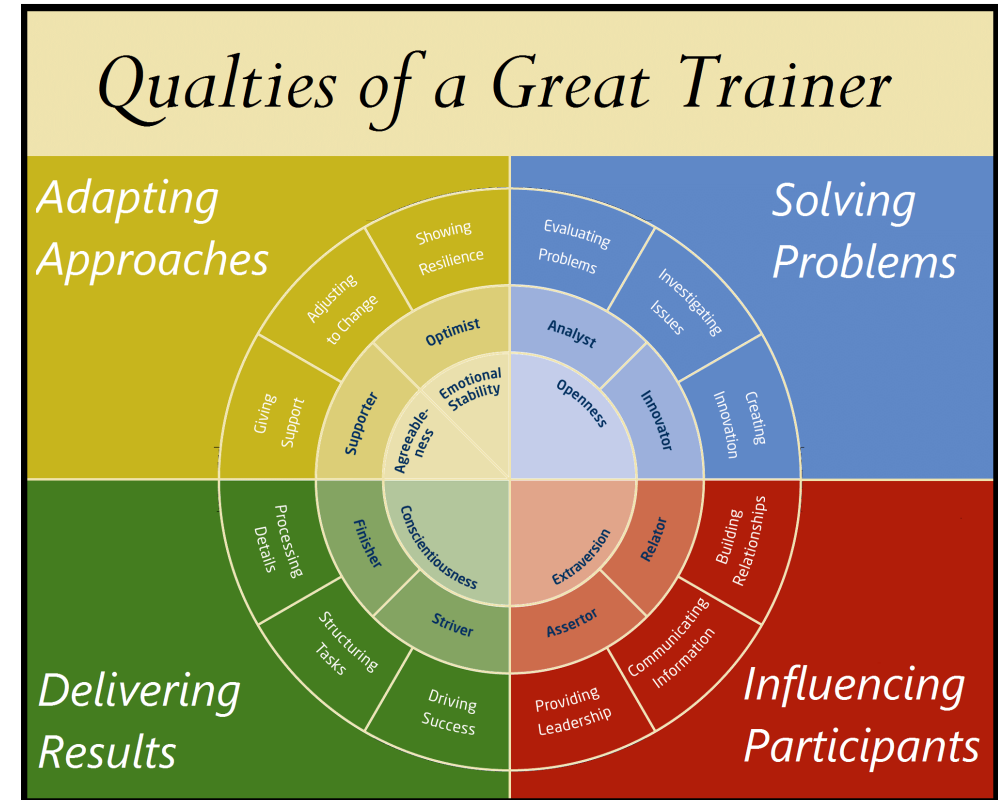
# Summary

# Question

What qualities make a great trainer?

# Qualities of a Trainer

- Knowledgeable about subject and teaching
- Passionate about learning and teaching
- People skills – ability to work well with others
- Communication skills
- Good problem solving and research skills
- High energy and enthusiasm
- Great organization skills
- Great time management skills
- Ability to engage participants



# Summary

- People learn through audio, visual and kinesthetic methods
- Know your audience and tailor your presentation to their needs
- Motivation, reinforcement, retention and transference are key elements to adult learning
- Most communication is non-verbal through body movements
- Develop SMART objectives
- Use teach back exercises
- Provide positive, encouraging, specific and timely feedback to other trainers



**QUESTIONS?**