

The 8 Key Trainer Behaviours

Works with Difference

This is about diversity in the widest possible meaning of the word. Trainers need to be good working with people and every person on this planet is different and unique.

It is the job of a trainer to work with this difference and ensure they tailor their behaviour and approach to suit the people mix in the group.

Questions

A good trainer will stop and consider if they can ask a question rather than just give information. Their job is to stimulate learning not show how knowledgeable they are.

Listens

Listening leads to understanding. A key technique for a trainer is to listen, question and then decide what approach they will take.

Is Objective

We all have opinions, bias, preferences, likes and dislikes. A trainer should not show any of these. Their role is to be neutral, to be aware when their stereotypes are being challenged and respond with respect and understanding.

Approachable

Learners need the confidence to be able to ask a question or ask for help when they need it. They will learn faster and retain more if they are relaxed and enjoy the company of their trainer.

Adaptable

A good training session is well researched and designed. However in the hands of a good trainer the session

should be adapted to meet the needs of the learners and not just delivered as written.

Participative

Trainers need to interact with their learners and not talk at them. They need to use a variety of learning methods to maintain interest and satisfy different learning styles.

Gives Constructive Feedback

Feedback is important so that learners have an objective view of their performance measured against a standard. Feedback needs to be honest and also presented in a developmental way.