



STAFF
– ONBOARD –

Observing a New Trainer Job Aid

Here are some simple observations you should make when working with a novice trainer.

1. How much are they talking?

People don't learn from hearing other people talk. They learn by processing and applying information. When observing a new trainer look at where the trainer tells and where they could substitute an ask. Adults in training come with their own experiences that they can draw from to help them to process information. Adults learn better when they can make the connects to what they already know.

2. Are they treating presentation slides as their only tool?

Presentation slides are great. They provide a richness to your training because they can add visual elements and bite sized information elements that are easy for a learner to digest. The mistake that the new trainer makes is relying on the slides as their only tool. Slides are one tool for getting ideas and visuals in front of learners. Other effective tools include stories, learner experiences, job aids, workbooks, and tailored activities. No one learns from someone reading slides to them.

3. Do they read the audience?

Sometimes trainers barrel on through the material oblivious to the learner because they have information that needs to be shared. Nothing is shared if the learners are paying attention. Watch your new trainer to see if they are reading their audience correctly. If learners are talking to each other, on a device, or obviously bored, the trainer is talking to much. If the learners appear to be confused, the trainer should be slowing down and taking more time to interact with the learners to ensure understanding. Trainers should also consider how long they are expecting a learner to listen. It maybe time for a break, activity, question, or to focus on one of the other tools in the training.

4. Can the trainer adapt in the moment?

Consider the skills a trainer might need to tap in to in the moment. Are they able to:

- Provide an example when needed
- Offer an illustrative story
- Ask learners to problem solve
- Make connections to information previously shared by a learner
- Adapt delivery style for
 - Extroverts or introverts & other MBTI types
 - Experience level of the learners
- Handle difficult learners

5. Are you, and everyone else, seeing any trainer tics?

Trainer's tics can include repetitive words such as um, like, and you. You may also see distracting mannerisms like throat clearing, rocking, pacing, repetitive hand movements, or laser pointer wildness. Try recording a practice session so the trainer to see these issues from the eyes of the learner.