Training Skills Learning Objectives

- List and describe the two key aspects for setting the environment for effective training
- Describe the difference between a presenter and a facilitator
- Explain the meaning of a “learner-centered” approach to training
- List at least 5 examples of materials that can be used as resources to facilitate the learning process
Telling Our Stories

- How did you get into the field of drug treatment?
- How has your experience led to your interest in training others?
- What makes you passionate about what you do?

Taking a “Learner-Centered” Approach to Training

- Cultural issues
- Motivation
- Activities that bolster learning
- Learning by participating
- Learning styles
Training Styles

- What are your training preferences?
- What are you dislikes?
- How does your training style relate to your learning style?

4 Components of Training

- Environment
- Trainer
- Learners
- Materials
Adult Learning Theory

- Adults are internally motivated
- Adults bring life experiences and knowledge
- Adults are goal oriented
- Adults are relevancy oriented
- Adults are practical
- Adults like to be respected

The Training Environment

- Toys on the table – Name Tags
- What are the expectations of the participants?
- Setting the ground rules
- Input to trainers via index cards
Setting the Environment for Learning

- The physical space
- The social-emotional space

The Difference between Presenting and Facilitating

Presenters:
- Deliver information
- Provide the right answers
- Share knowledge
- Broaden participants’ awareness

Facilitators:
- Induce discussion
- Provide the right questions
- Guide the process
- Enhance participants’ thinking
An Effective Presenter

- Maintains visual awareness
  - Faces the audience
  - Uses gestures
- Maintains vocal awareness
  - Projects voice
  - Eliminates non-words
- Avoids talking too much
  - Promotes discussion
  - Can easily move into the facilitator role

An Effective Facilitator

- Sees and hears much more than the obvious
- Listens carefully and captures everything
- Acts as a translator
- Brings out the wisdom in a group
- Coordinates, moderates and motivates
- Can easily move into the presenter role
Answering Questions

- Answer the question
- Postpone answering the question
- Admit not knowing the answer

 Asking Questions

- Open-ended questions
- Closed-ended questions
- Convergent questions
- Divergent questions
**When Asking Questions**

- Slow down
- Create an accepting atmosphere
- Listen carefully
- Never be discouraging

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**Tips for Giving Feedback**

- Never confuse issue with individual
- Be specific and objective
- Give positive feedback
- Don’t praise for the sake of praising
- “Catch” them doing something positive
More Tips for Giving Feedback

- Don’t be selective
- Avoid bias
- Avoid comparisons
- Select the best words
- Offer observations, not judgment

The Use of PowerPoint Slides

- Use slides as outlines
- “Bite-size” chunks
- Ask questions
- Use photos/graphics
- Don’t read from slides
- Add to the powerpoint provided
Wrap-up and Close

Questions and Answers