

What not to do when you are Training

When we are training we are alone, that is to say that we do not have someone looking over us when we are training. Trainers by definition and the people that train are self-regulating. We are able to work for long periods without supervision or contact with a Manager or Supervisor and for someone new to the world of Learning and Development this can be a daunting experience or one filled with great freedom to do as we please when we please. Tempting though this is we rarely do because when you are a Training Practitioner there comes a level of responsibility for yourself and the people that you train or converse with in carrying out your duties.

When you are Training you need to be the business, that is to be an almost perfect example of the model employee by adhering to and enforcing company policies like

- Diversity and Equality
- Equal Opportunities
- Health and Safety
- Absence
- Security
- Confidentiality
- Dress code

You need to demonstrate these when dealing with your group to ensure all get an equal as possible training experience. I say 'as possible' because some will get more from it than others but, as long as you have provided equal opportunity to all to learn then you have done your job.

As the Trainer you take over as the Manager for your delegates and you are responsible for them.

When you are Training there are certain things you as a Trainer must not or even never do

1. **Never argue with your group.** This is fatal as you will lose the respect of the group and there is usually no return after this. If the group does not understand your point of view or why they need to do something then it is your job to explain it better or reach a compromise.
2. **Never be late.** OK sometimes you can't help being late but, as a rule you should be the first to arrive and the last to leave. You need to be early to set up and get settled yourself and if you are in a new venue to find the toilets, fire exits, canteen/restaurant and smoking areas so that you can relay this information to your delegates when you do the domestics.
3. **Never rely on equipment.** As a Trainer you need to be able to think very quickly on your feet and expect the unexpected. If you arrive and find that you cannot use PowerPoint it should not faze you.
4. **Never make up information.** You will be found out! It is perfectly OK as a Trainer to say 'I do not know but, I will find out for you and get back to you', that is what breaks are for!! You do not need to be an absolute expert in the subject that you are delivering. The expert will be sat in your group, use them to train the others.
5. **Never over run.** If you have told your client that the event will run for the morning it is no good carrying on after lunch. Training should run at the same speed as the slowest learner in the group, whoever that is at any point.

6. **Never socialise with your group.** Have lunch with them and breaks by all means but, if you are away from home on a week long course or longer don't go out with them. You need a break from them and them from you. If your course has an assessment or exam at the end and you have socialised from the beginning it can get very complicated if someone does not do as well as they expected or wanted to. Of course this is entirely up to you. If you want to socialise with your group or the course demands it (certain Management courses do) then do but, be aware of being too social and the difficulties that could arise.
7. **Never ignore a group member.** This is basic equality, doing this will be obvious to the rest of the group and do you no favours. Be aware to if the group are ignoring or alienating a group member and do something about it.
8. **Never turn it into 'your show'.** Remember Training is a two way process and if you are doing all the talking and all the work then it is a presentation and a whole day will feel like an eternity to your delegates and to you. Share the work load, get your delegates involved from the start and your Training event will be fun for you and your delegates.
9. **Never be overly critical.** You are there to grow and develop your delegates and being overly critical will destroy them. Provide feedback correctly and in a timely fashion. Manage the group so that they are neither overly critical nor providing praise when praise is not due. No feedback is better than either of these.
10. **Never use old or out of date material.** This covers used handouts - if they are still clean (no markings, scribbles or tears) then use them. Make sure that the material and information you are delivering is as up-to-date as it can be.

Follow these rules and your Training Events should be fun and successful

AiTraining Consultancy offers a three day Designing and Delivering Training course that covers how to deliver training in a professional manner and a Self-study Workbook on how to deliver feedback. For more information visit www.aitraining.net/products.htm or email andy@aitraining.net or call +44 (0) 20 328 65165 for more information.