

**Effective Training Techniques**

1. **Rapport Building:** Effective training begins with the ability to establish a rapport with the group. This can be achieved if you come at the material from an angle they will understand and be able to relate to.
2. **Be a Credible Expert:** Sometimes this is simply an introduction of yourself and what you do but in a classroom where the group may have more knowledge than you in relation to their own sphere of work you will need to go deeper into your background and accomplishments.
3. **Know the Material you are Presenting:** This links to credible expertise – knowing your subject and being totally on top of the course content will enable you to be confident and able to deliver a smooth and flexible presentation. Practice your examples and demonstrations so that you know them by rote.
4. **Being Able to Think on Your Feet:** Inevitably things will go wrong in a presentation and you will have to be able to cope with the issues and work through them with many people watching your every action. If you are prepared in terms of knowing in detail your course content and able to maintain a focus on your course objectives it is much easier to overcome unexpected problems.
5. **Honesty:** If you don't know the answer to a question, admit it. You can always respond with: "I'm not sure but I will check into it". You gain the respect of the audience and establish yourself as a human being, not some kind of hero. Always, however make sure that you DO check into it and that you get back to the individual who asked the question.
6. **Contracting:** As a part of the baselining process you will check the group’s hopes and expectations for the course. Also share your expectations with your group – what you will /won’t be covering etc. Establish expectations regarding time keeping, participation etc and whether or not you will tolerate people using their phones during a session.
7. **Stay on Track:** You will receive queries from your audience that will provide for some minor wandering off topic but you must be able to steer the material back to the original content.
8. **Have an Assortment Of Examples And Analogies.** It is often helpful to draw upon your own experience even when in unrelated areas. To illustrate complex concepts, draw comparisons to a variety of easily recognizable elements.
9. **Express Each Concept in Terms the Participant Can Relate**. Often this will require restating information using a more elementary perspective. When questioned you may even need to express the thought in a third or fourth manner. A great deal of patience will assist in handling this diversity.
10. **A Strong Finish:** You must be able to summarize, restate and clarify the entire lesson in a concise manner. Using some posing queries you must analyze the audience to ensure that they have captured the material and will be able to apply the concepts learned.

