FRONTLINE SKILLS DEVELOPMENT INSTITUTE

2017

UNION LEADERS LEADING PARTNERSHIP | **COALITION OF KAISER PERMANENTE UNIONS**

Trainer Bootcamp in 90 minutes

How to deliver and facilitate engaging in-person trainings
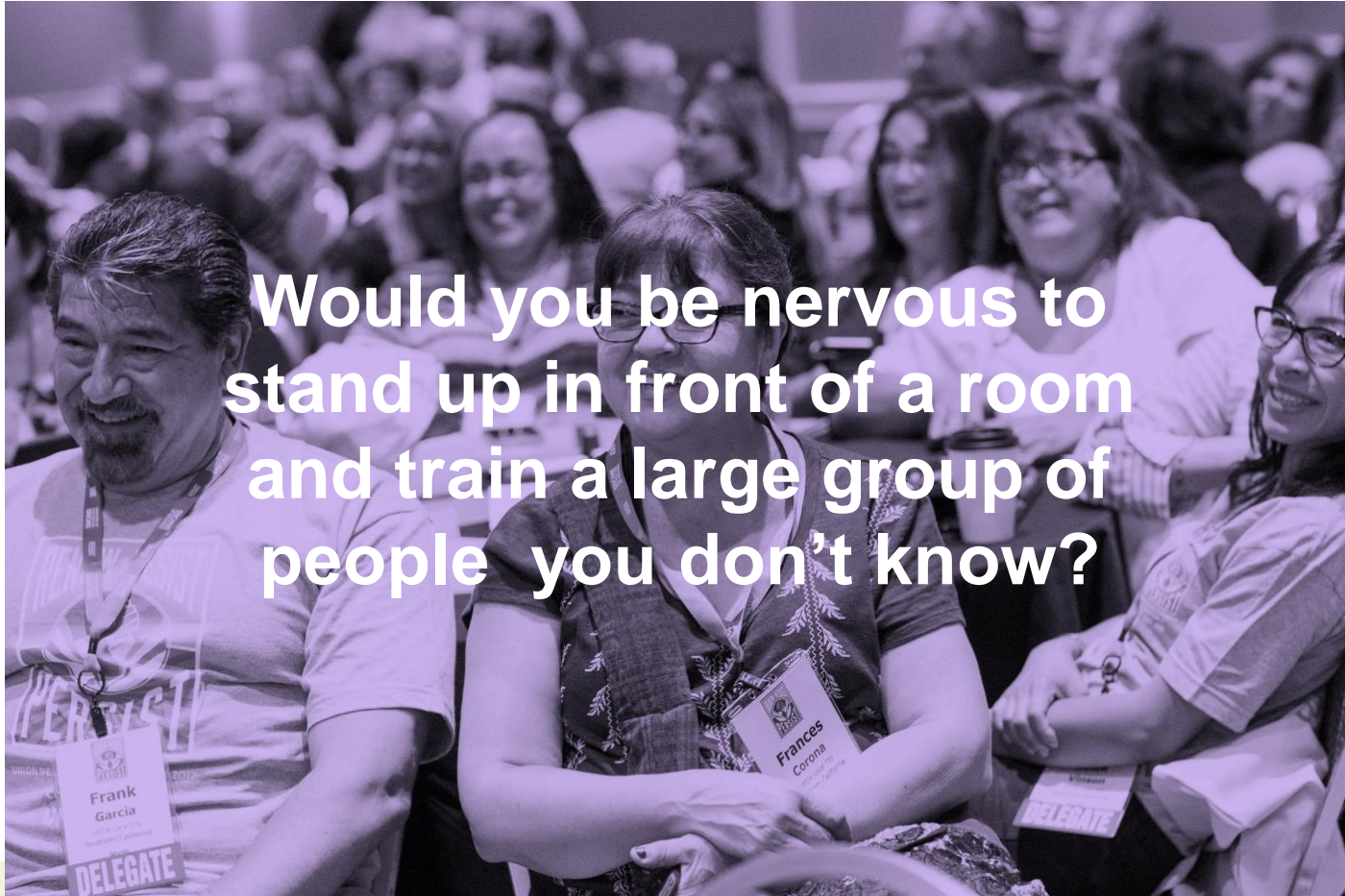
PRESENTED BY: Elaine Evans

Greatest fears

1. Speaking before a group
2. Heights
3. Insects
4. Financial problems
5. Deep water
6. Sickness, death (tie)
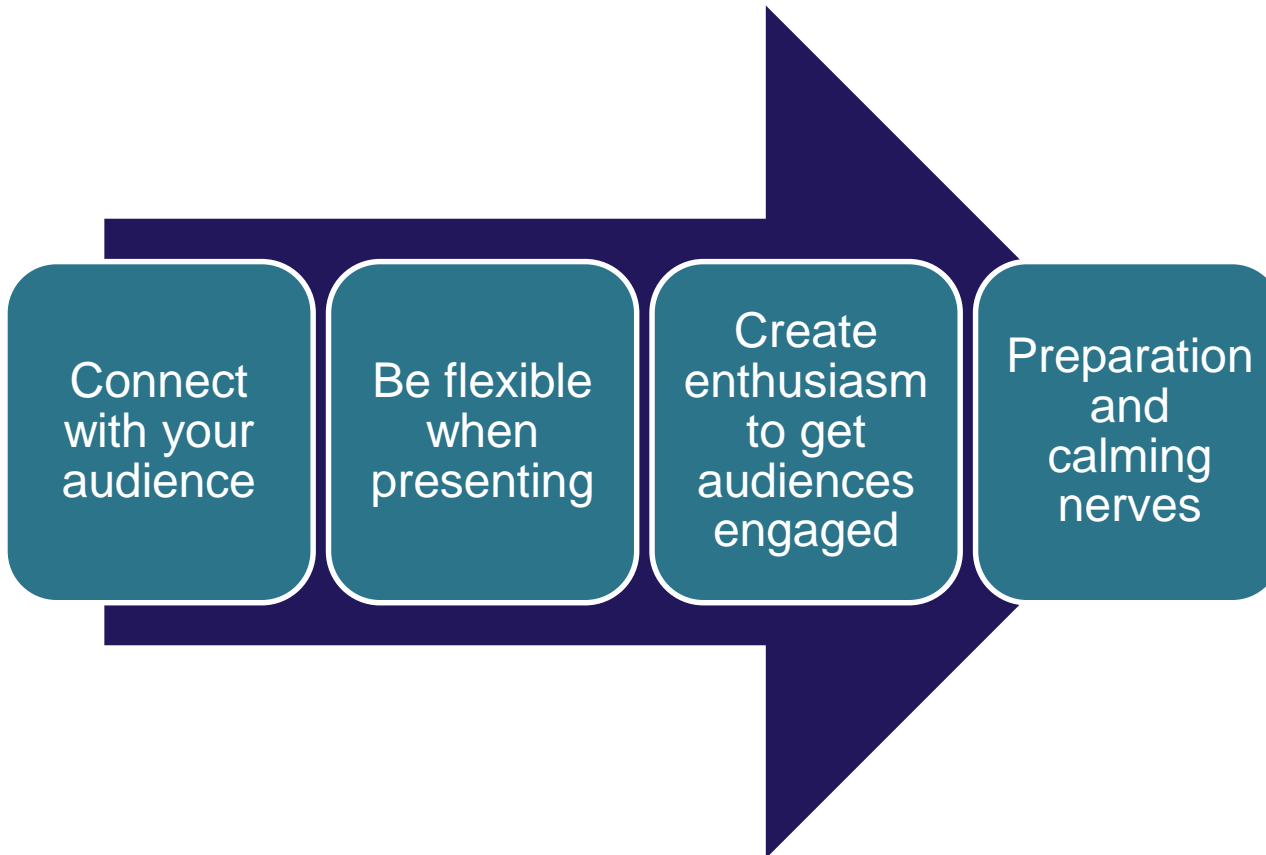
—The Book of Lists, Wallace and Wallechinski

Would you be nervous to stand up in front of a room and train a large group of people you don't know?

In this workshop you will learn to:

Connect with your audience

Be flexible when presenting

Create enthusiasm to get audiences engaged

Preparation and calming nerves

Agenda

- Difference between training and facilitating
- Getting to know your audience
  - Attention span
  - Adult learning principles
- Facilitator flexibility
- Audience engagement
  - Creating enthusiasm
  - Personality injection
  - Relational story telling
- Ways to prepare and calm nerves

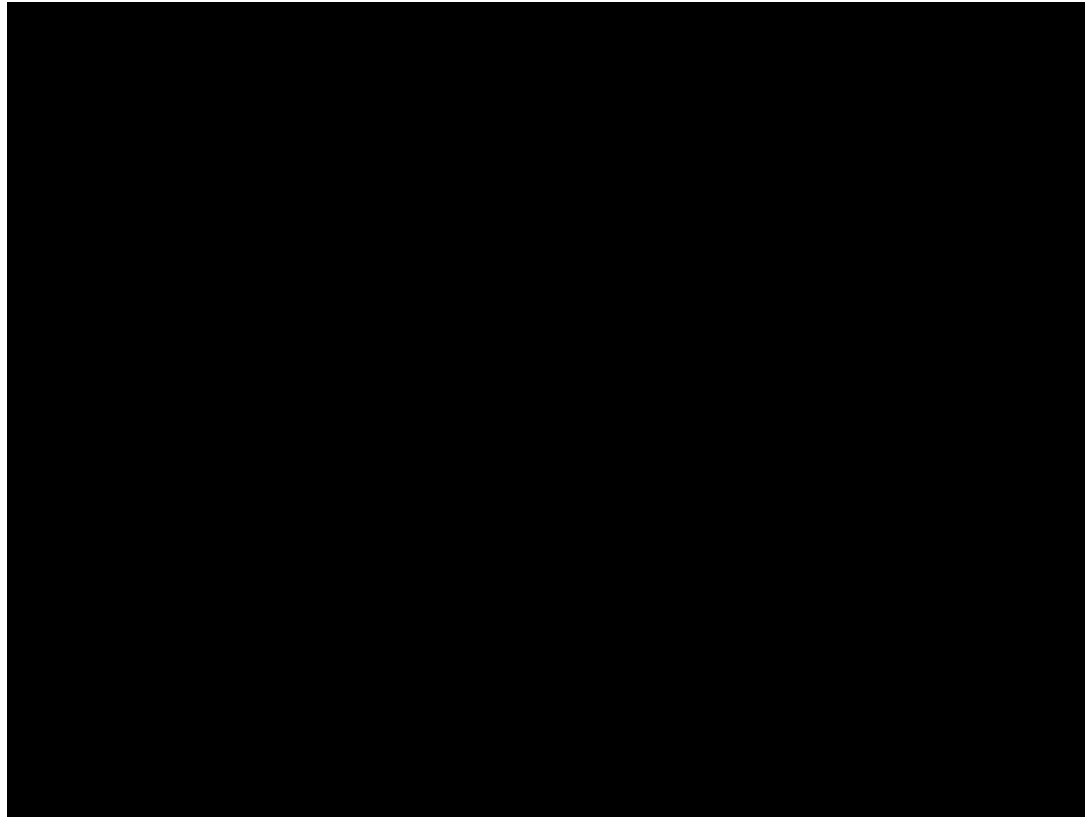# Training vs. Facilitation

Attention span

Average adult attention span   = **5-10 seconds**

Maximum adult attention span = **30 seconds**

Are you paying attention?

Anyone, anyone…

American Psychological Association

Study on selective perception

- Active listening   **20%**

- Reminiscing   **40%**

- Looking ahead   **20%**

- Mental vacations   **20%**

Exercise: Paying attention?

- Write down all of the things that you've thought about since we started this section.

What's the difference?

TRAINING

- Delivering information
- Sharing knowledge
- Content based
- Aligned to predetermined individual learning objectives
- Trainer may be a SME or delivering SME content
- Has learners
- About individual learning

The ATD Learning System says that training "supports learner's needs to ensure effective learning and improved workplace performance" (1.7 Facilitation Methods).

FACILITATION

- Facilitating discussion
- Allows participants to share knowledge
- Aligned to session's desired outcomes
- Participants are SMEs or experts on the subject matter
- Has participants
- About group outcomes

The ATD Learning System says that facilitation "supports processes and teams by developing and coaching performers, selecting and integrating the best tools, and coordinating the improvement" (1.7 Facilitation Methods).

Exercise: Facilitator characteristics

Working in groups:

- Discuss characteristics of **great** facilitators and **poor** facilitators

An excellent facilitator…

- Makes participants feel comfortable

- Guides group toward successful outcome

- Listens and observes

- Makes them feel good about contributing

- Models the behavior participants expect

- Values all opinions

- Prevents and manages conflict

- Calls participants by name

- Link conversations to the topics

- Encourage participation

- Ask open-ended questions

- Create positive learning experience

Facilitator standards

Before
- Overprepare!
- Confirm everything
- Don't memorize your script
- Start on time

Opening
- Welcome everyone personally
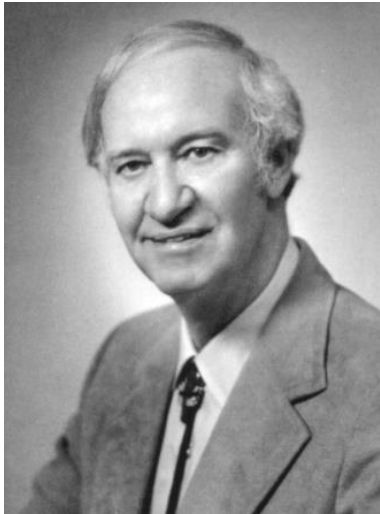- Introductions/Icebreaker
- Gain agreement on ground rules

During
- Stick to the agenda
- Watch participants body language
- Do frequent check-ins with the group
- Be aware of your own behavior

Adult learning

Andragogy

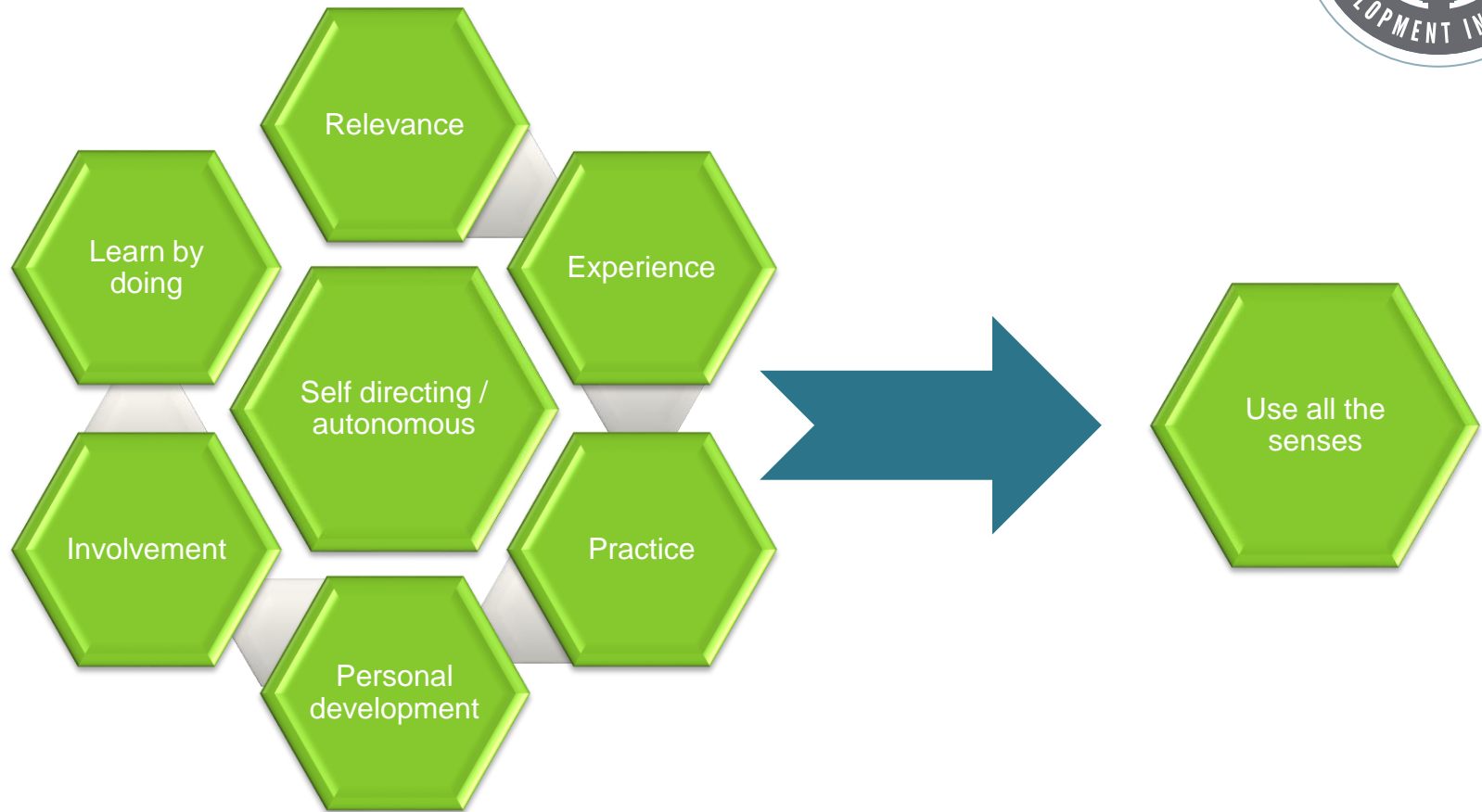*The process of engaging adult learners in a learning experience.*

Dr. Malcolm Shepherd Knowles

8 characteristics of adult learners

Relevance

Learn by doing

Experience

Self directing / autonomous

Involvement

Practice

Personal development

Use all the senses

Adult learning principles

Visual
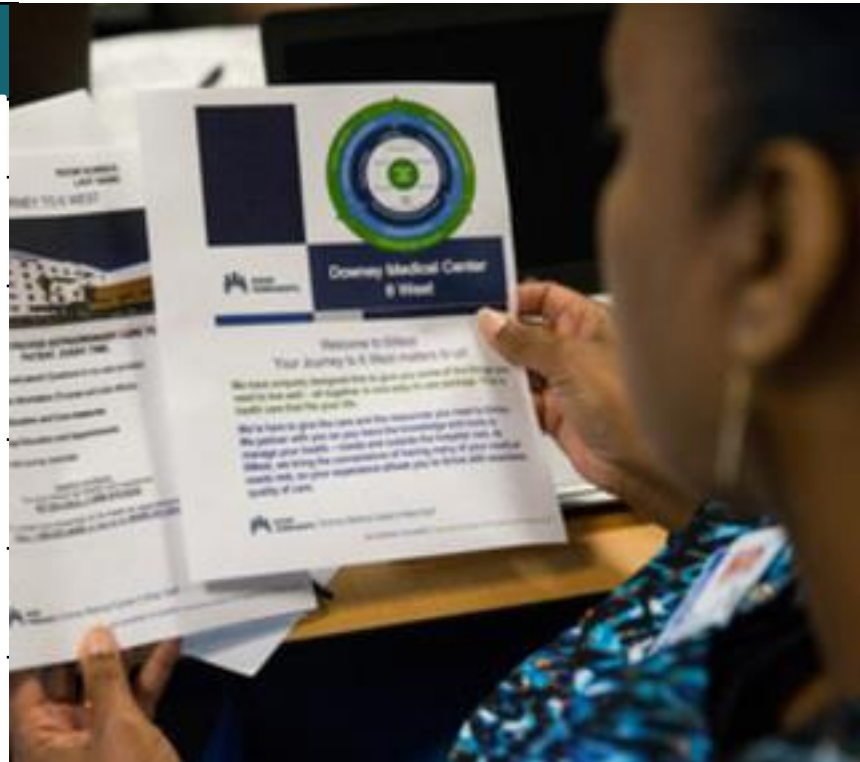
Adult learning principles

Auditory

Adult learning principles

Kinesthetic

Exercise: Balancing learning styles

Working in groups:

- How can adult learners benefit from a variety of preferred learning styles in the classroom?

Are you credible?

Signs of credibility

Do's

- Know your topic
- Practice your trade
- Clearly articulate the outcome
- Use simple, straightforward words and sentences
- Allow participants to "save face"
- Listen with your eyes, ears and heart
- Use personal experience as examples
- Values the ideas / decisions of all, not just their own

Signs of credibility

Don'ts

- "Wing it"
- Be vague on expected results
- Get defensive or combative
- Call out over or under participation
- Ask closed-ended questions
- Be the smartest person in the room
- Enter discussion only to correct or redirect - never to encourage or reaffirm
- Use sarcasm or be condescending

How do you learn to be flexible?

Murphy's law

Facilitators must maintain a flexible stance being ready for unexpected twists and turns that can happen in trainings.

Anything that can happen, will happen.

Have a backup tool.

Be flexible!

Always have a "Plan B."

Roll with the punches.

Audience engagement

Exercise: Audience engagement

Working in groups:

- What are some ways you've seen facilitators engaging their audiences?

Getting your audience engaged

Start with take-aways	**Speak less than time allotted**
Use silence effectively	**Give them a WIIFM**
Pause periodically	**Add some emotion or humor to your talk**
Emphasize key words	**Knowledge sharing / participation**
Relate training to something they know	**Do something unexpected**

*If **you** aren't engaged, then you might as well forget it!*

Create enthusiasm

How to bring out your personality

Adept verbally

Relaxed

Knowledgeable

Enthusiastic

Dynamic

Clear

Engrossing

Be:

Energetic

Animated

Assertive

Passionate

Commanding

Cheerful

Effective

Focused

Adept nonverbally

Credible

Confident

Let your personality shine

- Authenticity
- Vulnerability
- Exchange of energy
- Emotional connection with audience
- You must love your topic
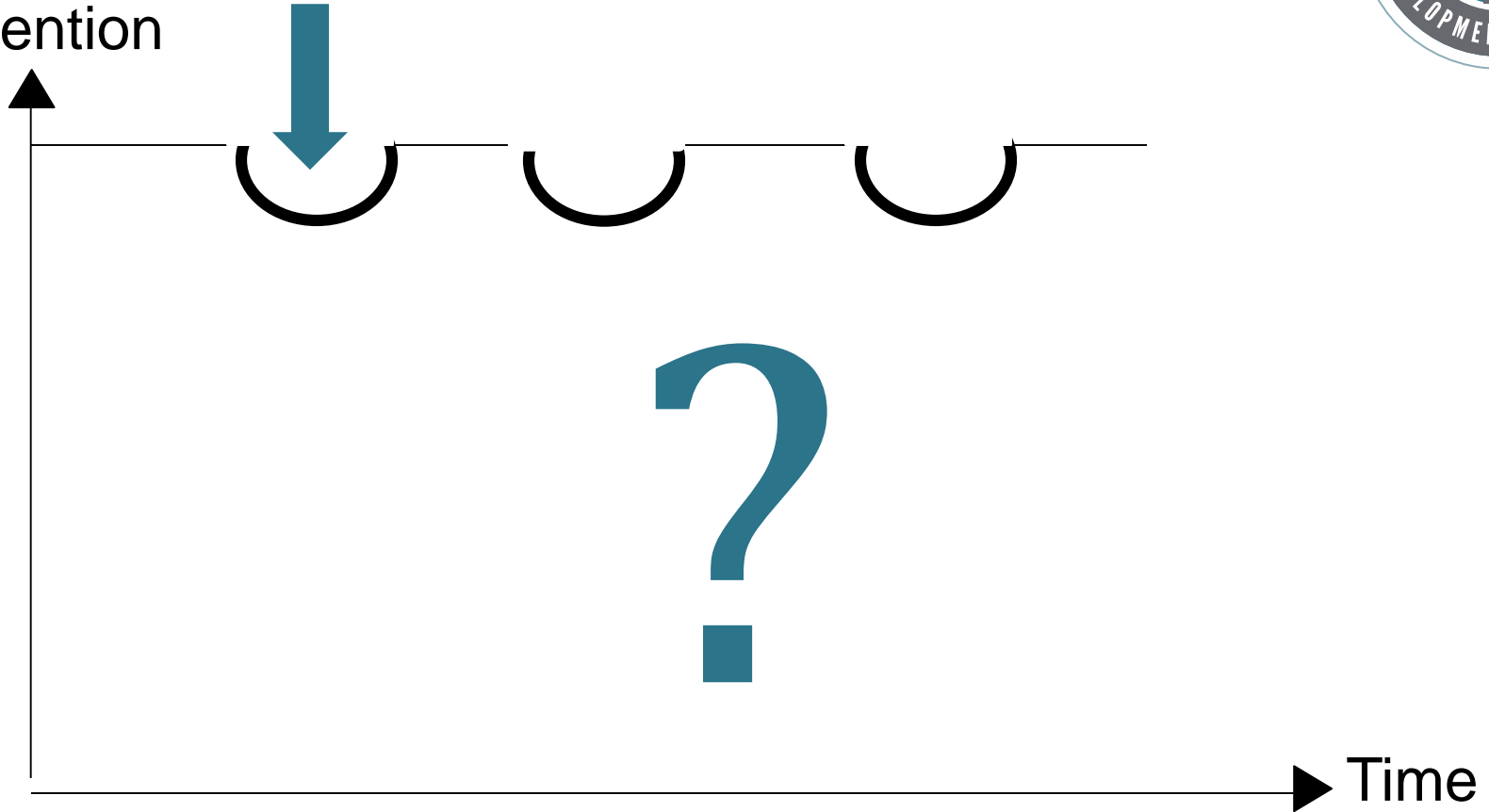
Keep your audience's attention

Think about…

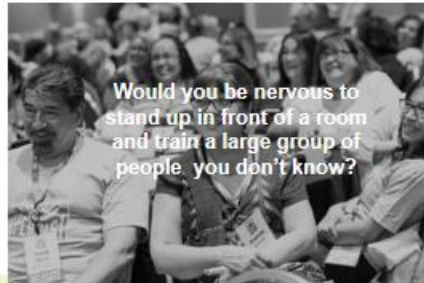Why are business presentations so boring?

Flow of attention span

Attention

?

Time

Questions

1) Ask a lot of them

2) Ask a question then answer it yourself

3) Ask a question and expect the audience to answer

Would you be nervous to stand up in front of a room and train a large group of people you don't know?

"Tell me a story…"

Stories are powerful because:

- Keeps people's attention
- Memorable
- Help audience remember things

Remember…

What kind of stories can you tell?

- Healthcare coverage
- UBT successes
- Safety regulations
- Medical advancements
- Patient safety

Stories

Use your muscles

Ask the four questions

1) What's the problem your addressing?
2) What caused it?
3) What's are possible solutions?
4) What's the recommended solution?

This whole section has been a story…

Problem
- Boring presentation

Cause
- Don't know how to keep audiences attention

Possible solutions
- Ask lots of questions and storytelling

Recommendations
- Practice the techniques to make stories more compelling

Preparation and calming nerves

Practice techniques

- Practice out loud and silently
- Rehearse parts and the whole
- Record yourself and time it
- Practice in front of a mirror
- Ask your boss/peers/family to evaluate it

Presentation nerves

- Know your audience
- Know your material
- Structure your presentation
- Practice, practice, practice
- Prepare, prepare, prepare

Stress

?

Working in groups:

- What are some presentation stress symptoms?

Calm yourself from the inside

Practice deep breathing

Use visualization techniques

Before speaking, pause, make eye contact and smile

Move around

Drink water

Press and massage your forehead

Speak slowly and use pauses

Managing presentation stress

"The goal is not to kill the butterflies, but to make them fly in formation."

—Anonymous

Any questions?

Greetings fears

1) ~~Speaking before a group~~
2) Heights
3) Insects
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Thank you!