

## Trainer Dos and Don'ts- Tips from Trainees

### **Do...**

Use Icebreakers

Provide both soft and hard copies of your PowerPoint

Use activities

Start with one-minute of breathing to help focus participants

Share appreciations at end of training

Encourage interaction with and among trainees

Provide an agenda

Set ground rules

Have a "parking lot" (for questions or discussions that need follow-up)

Engage your audience

Be passionate about your subject

Know your audience- their history, knowledge, and motivation

Be prepared/be confident in your material

Allow time for questions

Be flexible

Be selective in the material you present

Share examples/real life stories and experiences

Maintain control of the training

Find common ground/arrange like groups together

End on a positive

Provide handouts

Debrief with trainees and get evaluations/feedback

Have a sense of humor

Wait after asking for questions (give trainees time to respond)

If you don't know the answer, ask the group

Use expertise in audience

If no one asks questions, suggest your own

Give handouts at end of training (rather than at beginning)

Use role-plays

Bring your materials on a variety of formats in case of technical problems

Use small group discussions and activities

Reinforce learning by building in review

Limit size of trainee group

Serve snacks

Repeat questions and comments so that everyone can hear

Start and end on time

Be open to trainees thoughts and opinions

Give breaks

Provide comfortable training environment (within your control)- temperature, food, drinks

Attend Toastmasters to improve public speaking

Provide materials in organized packet

Attend trainings

Train to all learning styles

Keep training moving

Check in with audience throughout training

Look professional (clothing, grooming)

### **Don't...**

Play 9-1-1 calls, show graphic pictures, or present other disturbing material without prior warning

Leave audience on a negative

Read your PowerPoint slides

Present in monotone

Rush

Overload learners

Talk too fast

Move around too much

Allow distracting side talk

Ignore trainees

Ask a question you don't know the answer to

Guess if you don't know the answer (**do** use "parking lot" and follow up)

Use acronyms

Assume everyone is on the same level

Open a door you are not trained to close

Start late

End early

### **Mandated Reporter Specific Tips...**

Provide case examples that can be shared

Encourage MRs not to be investigators

Provide specific examples of abuse

Clarify MR responsibilities

Refer to materials from website

Start with updates

Take CWS worker with trainer

When training camp counselors, make sure supervisors stay in the room

Provide trainees with resource booklet/handout

Acknowledge that child abuse is a difficult subject to discuss

Recognize that, based on statistics, some trainees have likely been victims of child maltreatment

Allow for time after training as trainees may have questions or concerns they prefer to share privately

Make sure you are given enough time to provide training

Tailor training to audience

Clarify what is/is not reportable

Encourage self-care

Keep it real (non-judgemental, empathic, genuine)

Encourage audience to bring own scenarios/questions/issues