



School Nutrition **S.T.A.R.** Program

Strategies ★ **T**rainning ★ **A**ction Plans ★ **R**esources

Workforce Development and Job Skills Training

Facilitation Tips for Effective Communication

Expertise

Trainers with expertise in the subject matter are confident in their knowledge of the subject and easily develop credibility with learners. Thorough knowledge of a topic gives a trainer confidence and enables flexibility and creativity in working with learners. Only when one thoroughly knows a content area can the focus become the needs of the learners with resulting spontaneity and improvisation. A trainer tied to notes, slides, a manual, or podium cannot *read* the learners and respond to their nonverbal cues.

Behaviors include:

- Refer to material but is not dependent on it
- Demonstrate a confident method of presentation, body language, eye contact; are relaxed
- Encourage group presentation; stay on time
- Use creative and flexible teaching methods
- Demonstrate confidence; use good communication skills
- Are flexible, involve all learners
- Are knowledgeable, credible, can improvise

Empathy

An empathic trainer is aware of the adult learners' needs and expectations, adapts the instruction to the learners' levels of experience and skill development, and continuously

considers the learners' perspective. Adult learners know when their trainer is in touch with them. Participants are motivated by demonstrations of empathy.

Behaviors include:

- Start and end on time
- Schedule breaks
- Create comfortable environment
- Meet the needs of participants
- Prepare user-friendly materials
- Does not embarrass others
- Provide snacks

Enthusiasm

Trainers who are enthusiastic care about and value their subject matter and show their feelings for what they teach. They become salespersons and advocates for their content area. They show their emotion, are energetic, and present their content with animation. Enthusiastic trainers are believable because of their commitment to their subject matter.

Behaviors include:

- Smile
- Use humor appropriately
- Are animated
- Use body language that shows energy
- Vary voice, volume, and inflection
- Work the room
- Excite participants

Clarity

Clarity of instruction is teaching something in a way that is easy for learners to understand since it is organized in an orderly and logical fashion. Adults cannot learn what they cannot understand. A rule of thumb is that if the presentation outline is clear to the trainer, most

learners will be able to follow it. Since adults have different learning styles, teaching with clarity implies that various instructional methods are used so that all learners can follow the training.

Behaviors include:

- Allow time for participants
- Teach one skill at a time
- Demonstrate role playing
- Use communication checks often
- Use a variety of instructional methods and materials
- Speak clearly
- Be yourself or better

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