



Train-the-Trainers Program Enhancing Participant Learning

Some trainer behaviors that can reinforce participants' motivation to learn include:

- 1) **Maintain and enhance self-esteem of participants.**
 - a. Listen to, acknowledge and praise participants' ideas.
 - b. Write down ideas and comments on a flip chart.
 - c. Refer back to comments by using speaker's name.
 - d. Turn questions back to the group.
 - e. Point out positive behaviors and their effect.
 - f. If the group compliments an individual, reinforce and elaborate
 - g. Ask for examples from the group's own experiences.
 - h. Share your own experiences and ideas.
 - i. Admit to being wrong.
 - j. Avoid arguments and making right and wrong judgments.

- 2) **Focus on participants' behavior, not personality or attitude.**
 - a. Say, "I'd like you to take notes," rather than, "I'd like you to pay attention."
 - b. Ask for specific examples
 - c. Use examples when presenting an idea
 - d. Ask, "How so?" or "How would you say it?"
 - e. Rather than solicit general comments, ask participants to demonstrate or state their points of view
 - f. Ask for evidence. When participants offer praise or criticism, don't accept generalities. Ask for specific details.
 - g. When offering praise, explain why

3) **Actively listen to show understanding**

- a. This means accept (the feelings of) what is being said without making value judgments. Clarify the feelings being expressed. Reflect them back to participant.
 - When a participant makes an emotional statement
 - When a participant is being uncooperative
 - When a participant doesn't seem to understand what you or another participant has said
 - When participants keep changing the issue being discussed
 - When a participant is rambling or grandstanding
 - When a remark is important to the group's learning
 - When a participant disagrees with a suggested procedure
 - When a participant is being unsupportive

4) **Use reinforcement techniques to shape learning**

- a. Refer back to a participant's ideas or examples.
- b. Use people's names whenever possible.
- c. Nod your head (especially when you agree).
- d. Don't repeat a cogent remark to make it yours.
- e. When a comment is only partially accurate (correct), acknowledge the accurate elements before correcting what's wrong.
- f. Paraphrase or write on flip charts the participants' words, rather than your own.