



South Carolina Enterprise Information System

SRM 7.2

BEST PRACTICES FOR TRAINERS

STATE INFORMATION
TECHNOLOGY



SC BUDGET AND CONTROL BOARD

Agenda

- 🌀 Thank You
- 🌀 Roles and Responsibilities
- 🌀 Addressing Challenges
- 🌀 Online Courses
- Supplemental Information
- 🌀 General Training Preparation and Practices
- 🌀 Training Delivery Tips
- 🌀 Trainer/Facilitator Checklist
- 🌀 Trainer/Facilitator Contingency Plan



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Roles and Responsibilities

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Lead Instructor Role

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- 🔄 Use effective time-management skills

Class Facilitator Role

The Facilitator will:

- 🌀 Assist with attendee sign-in and room preparation
- 🌀 Monitor learners' needs for one-on-one assistance
- 🌀 Assist lead instructor
- 🌀 Assist with Q&A response/notes
- 🌀 Assist with clean-up after session



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Addressing Challenges

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Awkward Situations

Issue	Options
Lose track of where you are	<ul style="list-style-type: none">▪ Stop and take time to think
Unable to finish the course in time	<ul style="list-style-type: none">▪ Take a break to rethink your planning
The trainees do not follow	<ul style="list-style-type: none">▪ Ask (open) questions to find out what is unclear and why▪ Take one or more steps back
Arguments between trainees or with instructors	<ul style="list-style-type: none">▪ Stay calm and do not get involved in the argument itself▪ Take time to listen and try to understand what is going on▪ State that the topic may need to be tabled to stay on track
People dominating the discussion	<ul style="list-style-type: none">▪ Ask questions to participants who have not been saying much▪ Give non-verbal clues, such as avoiding eye contact and writing on the board▪ Speak to challenging participants during the break
Silence	<ul style="list-style-type: none">▪ Let the silence last for a little while (not too long) since silence often makes people talk▪ Use open questions

Managing the Unknown

- 🌀 Use a parking lot for questions and topics requiring research
- 🌀 Have a plan but be prepared to be flexible; unplanned breaks may help with managing the unexpected
- 🌀 Avoid prolonging delays in class; use impromptu breaks to assess next steps
- 🌀 User humor carefully
- 🌀 DO NOT voice frustrations regarding the system, policies, organizational changes, etc.
- 🌀 Smile and have fun



Online Course Highlights





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Training Delivery Tips

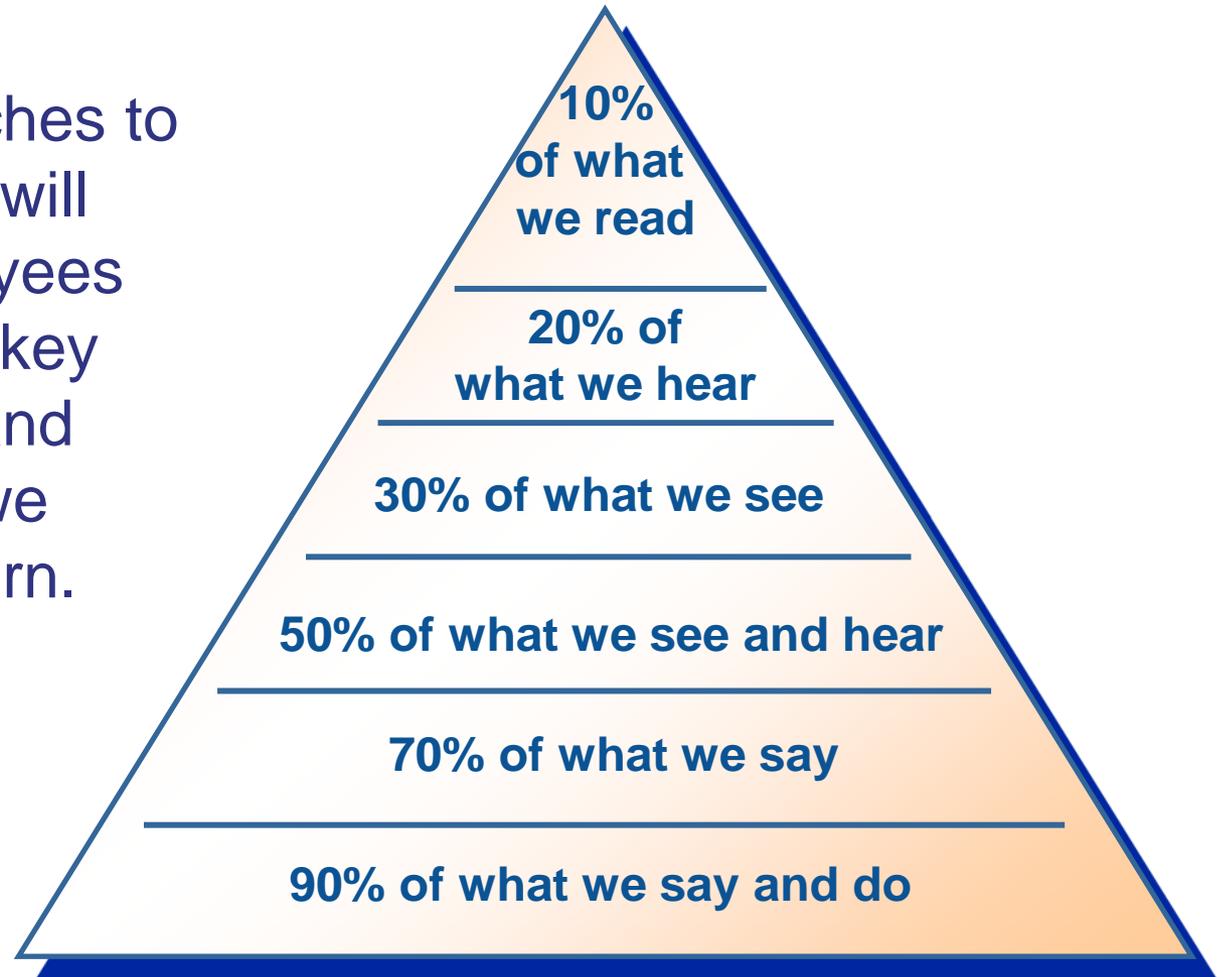
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We Tend to Remember

Multiple approaches to training delivery will help your employees better retain the key SRM concepts and processes that we want them to learn.



General Presentation Skills

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- Change positions or walk to various areas of the room
- Don't move around too much. Do not point with your finger directly at people

- 🌀 Before you begin a class, you must get the attention of the participants
 - Introduce yourself
 - Agenda review
 - Participant introductions
 - Class expectations
 - Ground rules/housekeeping
 - Parking lot
 - Fun fact

Guidelines for Using Visuals

- 🌀 Visuals such as flipcharts, PowerPoint, and white boards are key delivery mechanisms
- 🌀 Remember:
 - Speak to the participants, not to the visual aid
 - Do not read, but paraphrase instead
 - Ensure that the visual aid assists communications, not hinders it



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General Training Practices and Preparation

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Covering all the Bases

**Know your plan, subject,
environment and audience**



Know Your Plan: Course Management / Delivery

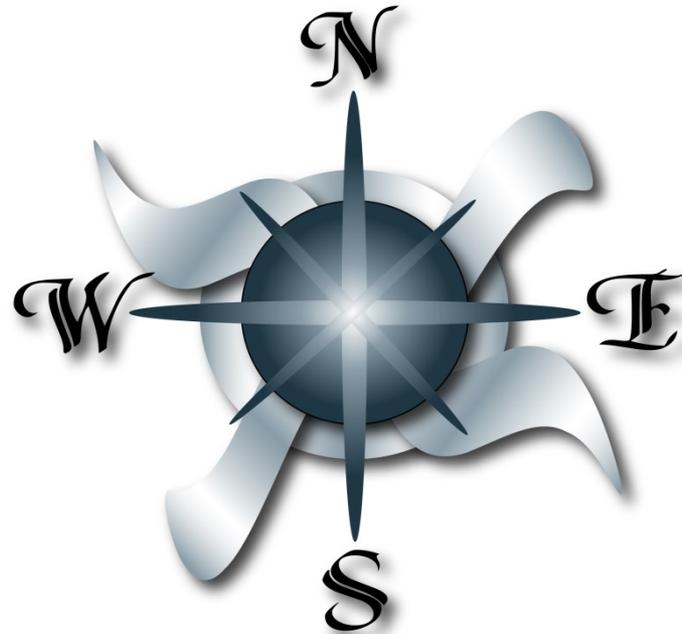
- 🌀 In order to be an effective trainer, facilitator, or instructor there are several key elements to keep in mind:
 - Have a plan for how to begin your day, how to facilitate the unexpected and how to end your day
 - Your presentation skills will assist the class participants in learning and retaining the course content.
 - Your delivery style / techniques will set the tone for the class

Insure that you coordinate your plan with your facilitator(s).

Know Your Plan: Foster a Positive Experience

Instructors may impact the class by:

- 🌀 Conveying interest / enthusiasm
- 🌀 Being organized
- 🌀 Actively involving the students
- 🌀 Developing rapport with the class
- 🌀 Calmly adjusting to the unexpected



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- ④ Submit student sign-in sheet

Know Your Subject

- 🌀 Review the PowerPoint material closer to your first class
- 🌀 As a refresher, complete exercises a day or two prior to your first class
- 🌀 Consider conducting a teach-back session to a small, select group before your first class
- 🌀 Review uPerforms
- 🌀 Ask the SCEIS team for clarification if needed

Know Your Environment

- ① Training environment and facilities are a key part of a successful training event
- ① Participants may not be able to concentrate if items within the environment are faulty
- ① Check these items prior to the start of class:
 - Review Trainer’s Checklist
 - Presentation device, like an overhead projector with a screen
 - Specific equipment (e.g. computers, printers, video & monitor)
 - PowerPoint presentation
 - Handouts / Exercises
 - Layout of the training room; note any potential challenges and prepare to adjust accordingly
 - Room temperature
 - Make sure you have a sign-in sheet roster
 - Flip charts with markers



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PRIMARY CONTACTS SRM TRAINING SUPPORT

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Key SCEIS Contacts



- 🌀 **Password reset assistance or technical questions:**
 - SCEIS Help Desk (803) 896-0001 (select option 1 for SCEIS help) or sceishelpdesk@sceis.sc.gov
- 🌀 **Other SRM 7.2 training related questions:**
 - SCEIS Training training.sceis@sceis.sc.gov
 - Tracy Powers 803-832-8142 or 803 206-2367; tracy.powers@sceis.sc.gov