



Communication skills

Verbal communication skills – able to deliver information orally in a clear manner that is understood by trainees.

Written communication skills – able to create written information e.g. tutorials and exercises at the correct level for trainees and at an appropriate level both for face-to-face situations and to enable self-study.

Presentation skills – able to create suitable slide- sets for lecture-style sessions and to present complex information in an engaging and accessible manner

Expertise and knowledge

Subject area knowledge – having appropriate and up-to-date knowledge / expertise in the subjects taught

User application awareness – understanding how a trainee will apply the information: “How will this analysis benefit my work?”

Knowledge of training methodology – awareness of individual learning styles and basic pedagogy / andragogy

Planning and Management

Session planning – able to define the requirements for a single session; able to plan appropriate activities based on objectives of session and time available;

Curriculum planning – able to organise a balanced programme; clear understanding of target group and course outcomes; appropriate mix of theory and practice

Event management – “everything else”! Appreciation of what is needed to make trainees get the most out of the training: adequate breaks, networking opportunities, simple logistics...

Trainee engagement

Flexibility in delivery – ability to adapt a session / course in real-time based on live feedback

Empathy with trainees – recognising how trainees are engaging with the subject; drawing trainees into the learning opportunity presented

Understanding / knowledge of trainees – understanding trainees’ differing requirements and coping with different learning speeds