WATS 2019 presentation: Development of course exploring human factors that impact Training Department environments and breaking through barriers.

- Communication
- Conflict and behavior
- Stress management

- **A step further…..**

"The leader sets the tone".

- Instructors are leaders....
- Thoughts?
- What are some core competencies to look for when evaluating Instructors? Is it necessary? Do you have this in place?

Let's take a look.....

What is a competency?

Observable abilities, skills, knowledge, motivations or traits *defined in terms of the behaviors* needed for *successful* job performance.

Why do we need to explore or establish core competencies?

- Ensure that employees demonstrate sufficient expertise
- Evaluate performance more effectively·
- Identify skill and competency gaps more efficiently ·
- Provide more customized professional development·
- Plan for succession.

Various definitions of Competency can be found, as well as core competencies applicable to a given position.

Emotional Intelligence

Relationship Building

Problem Solving

Coaching

Time Management

Organizational Skills

Presentation Skills

Multitasking

Learning

Instruction

Emotional Intelligence

What is emotional intelligence and why might this be important?

- **Emotional intelligence, or EI, refers to perceiving, controlling, and evaluating emotions**

- **Soft leadership skill**: Instructors deal with a variety of sensitive and stressful situations, and need good judgment to be able to operate appropriately in such circumstances.

Relationship Building

- Relationship building is one of the most essential traits of good leaders
- Instructors interact and work with a wide variety of people,
- To do the job effectively, we must know how to connect and communicate with the different groups and individuals
- Beyond making 1:1 connections, instructors must also know how to foster relationships between students

Problem Solving

- Instructors can spend a significant amount of time putting out fires and solving issues… the computer crashed, the door trainer broke, 5 students have food poisoning!
- Use the knowledge they have, but also know who, what, where, AND when to talk to/ask when seeking assistance to solve a problem if necessary.
- This can be a delicate balance between having problem solving abilities, but also following policy, procedures, and regulations!

Coaching

- **The ability and willingness to lift others up**

- **Knowing how to guide towards an answer without outright giving it, sparking thought, and providing encouragement.**

- **Less experienced Instructors may make the mistake of rushing in to provide an answer instead of leading them to one.**

Time Management

Time management skills are critical

- ► Class on schedule
- ► Individual performance
- ► Others?

Organizational skills

- Scattered leaders add unnecessary stress to the workday. This can make it hard for others to trust or rely upon them.
- Disorganized leaders can cause confusion and sends the message that sloppy work is ok.
- Recordkeeping

Presentation Skills

- Improv skills and the ability to remain unflustered when faced with surprises such as technical issues or unexpected questions.

- Ability to deliver large amounts of information into the most important highlights and hold the audience's attention.

Multitasking

- Rarely gets lost or overwhelmed and manages to complete tasks on time, despite fluctuations in workload.
- Juggle multiple responsibilities …..classroom, documentation,
- Quickly switch between tasks, sometimes unexpectedly

Learning

- Desire for learning and stays up to date on guidance, regulations, policy/procedure changes

- Ability to pick up new knowledge and skills quickly, as well as share information learned

Instruction…not a "given"

- be able to clearly express ideas and explain complex concepts in simple ways.
- check for understanding before moving on, and never make their anyone feel stupid for asking a question.

Closing

- May have standards for checking
- Focus on students
- Self-reflection…"the leader sets the tone"…your core competencies?