



## Chapter IV

# Training

Training activities are related strictly to presentations, since each time you have to train someone, you need to present a set of topics to a group of people.

Of course, training is a very different type of presentation for several reasons: The people that are listening to you usually are not skilled in the argument and, therefore, are not inclined to destroy your presentation with negative comments; the number of persons that are listening to you usually are few in the worst case (apart from academic lessons that are out of the scope of this book); and the duration of the training session is at least half a day and also can be several days, so that you can have time to socialize with all the people.

Social aspects are very important during training, since interaction with people is not limited to the presentation time but also extends to all the coffee breaks and, in the case of a long training, to lunch or dinner, especially when you are training a partner or a customer at his or her site.

Several of the tricks reported for presentations also are valid for training, especially the suggestions related to the speech, and therefore, such suggestions will not be discussed again in this section.

For presentation, the main value that must be considered and addressed is communication, but in the training activity, some other values must be taken into account, such as simplicity and feedback. During a training session, simplicity and feedback are important as the communication capability, since simplicity usually improves and meliorates communication, and feedback aids in the dynamic revision of the presentation contents, improving simplicity and then communication.

In order to have a clearer view of their influence, a short overview of these values follows.

## **Values**

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### **Communication**

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Communication is the main skill that is needed for a good trainer. As already stated for presentations, if you have no communication skill, you can meliorate in order to obtain at least an acceptable presentation. Consider that if unfortunately you are not naturally skilled in communication, a large probability exists that you will never become a good trainer. Only a few people among those that know all the details of a topic and of a science are also capable of transferring to other people their knowledge. The number is reduced, if we also consider that the transfer should be done in a simple and direct manner and by interesting people in the topics that have to be discussed.

All the comments made in the presentation section are also valid for training activities, taking into account what already has been stated about people that are capable of teaching.

### **Simplicity**

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While communication is mandatory for performing any training activity, simplicity is the main characteristic to be considered in order to have an effective training. Unless you have information on the audience target that evidences the mean and the minimum cultural level, you must start considering that people in front of you do not have the minimum idea of the topic you will speak about.

Simplicity also means that you must prepare the documentation for the training (both paper documents and slides for presentation), always trying to find the simple way to explain the argument. Once you have built the basis, you also can introduce more complex concepts that are based on the previously discussed items. During the speech, you always have to use the simplest language that the topic allows, avoiding at least in the first part of the course a strong technical language. If you are compelled to use technical language with no skilled people,

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