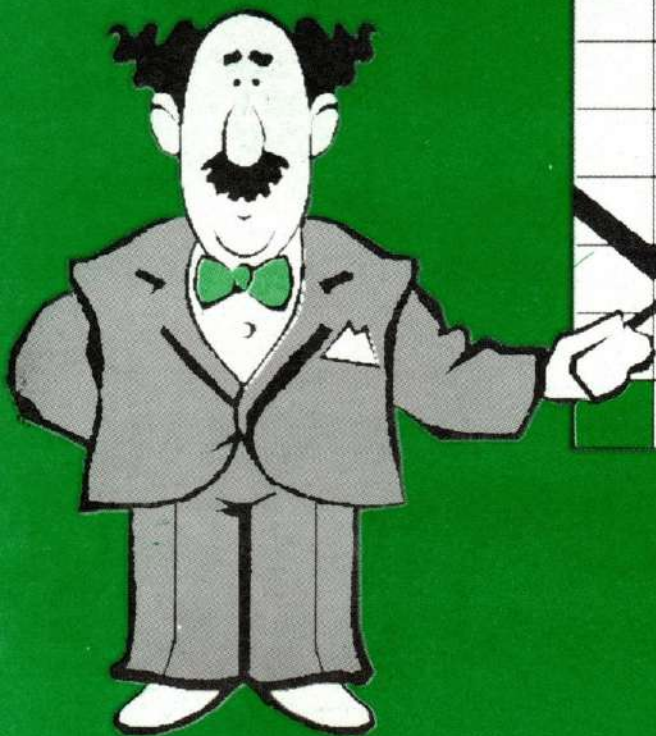# COOP TRAINER'S
Handbook - I

Institute for Coop Excellence, Inc.

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OUR VISION
The leading institute in coop leadership and mangement

OUR MISSION
We help build successful coop enterprises

OUR CORE BELIEFS
(1) Member Satisfaction is bottom line.
(2) The coop identity is our advantage.
(3) Learning is a process.

PROGRAMS AND SERVICES

(I) DEGREE PROGRAMS:

A. Master in Business Administration - Cooperatives Management

B. Post Baccalaureate Diploma in Cooperatives Management

(II) NON-DEGREE PROGRAM:

A. Distance Education Course (KoopAralan)

(III) INSTITUTIONAL DEVELOPMENT SERVICES (IDS)

A. IDS Workshop (Preliminary to Strategic Planning)
B. Organizational Profiling
C. Member Satisfaction Survey
D. Staff Climate Survey
E. Flow Analysis and Flowcharting

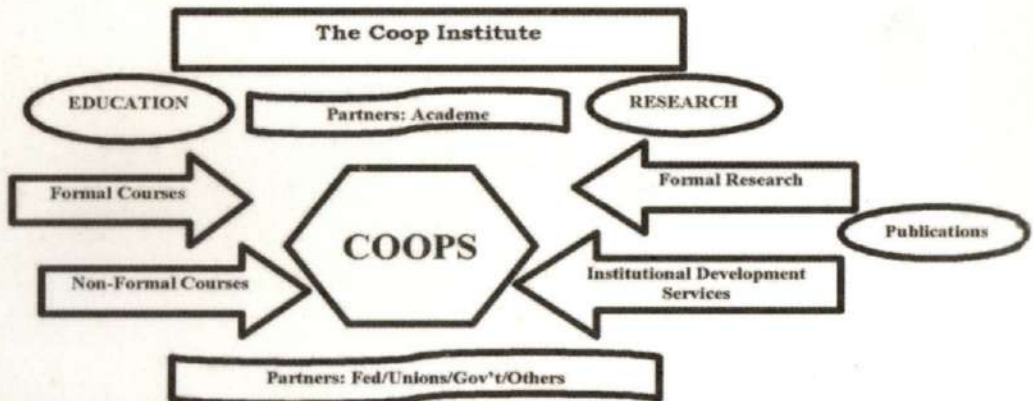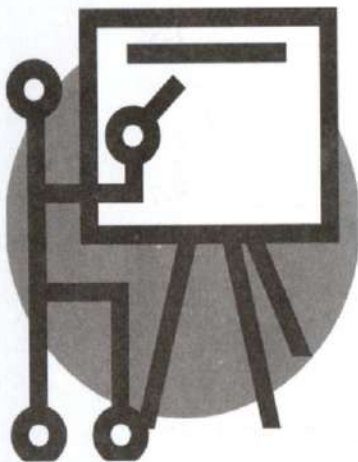The Coop Institute

EDUCATION

Partners: Academe

RESEARCH

Formal Courses

Formal Research

COOPS

Publications

Non-Formal Courses

Institutional Development Services

Partners: Fed/Unions/Gov't/Others

TABLE OF CONTENTS:

I-GENERAL GUIDELINES IN TRAINING AND FACILITATING

1. THE ROLES OF THE TRAINER

a. A Trainer assumes a number of roles:

A facilitator, A designer, A networker, A quality manager, An organizer

A researcher, An "actor", An assessor, A motivator

b. Kinds of Trainers

- Workplace Instructor
- Facilitator
- Internal Consultant/Adviser
- Trainer of Trainers
- Trainer/Tutor
- Training Designer

c. Qualities of a Trainer

√ **Good Communications Skills**
- Use clear and concise language to instruct, direct and coach
- Use your active listening skills to draw out participants' ideas and fully understand them
- Maintain eye contact

√ **Solid understanding of the subject**
- Comprehensive understanding of the subject or skills
- Willingness to grow and update your professional development

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√ **Experience**
  - It helps if you have actual exposure on the subject to add more credibility on the topic

√ **Patience**
  - New people can make mistakes while they learn
  - It often takes a few tries to get it right (keep up encouragement)
  - Remember how it was for you when you started out?

√ **Interest in being a trainer**
  - You need to 'truly' enjoy helping people
  - Seeing people grow and learn makes you feel good
  - Seeing others' success gives you a sense of pride and satisfaction

√ **Genuine respect for other people**
  - People view you as being knowledgeable (you model it)
  - People view you as being trustful and trustworthy (you've earned it)

√ **Well developed sense of humor**
  - You see the humor in the situation (you express it)
  - You don't take yourself or life too seriously (you lighten it)

d. Roles, Functions and Responsibilities of a Trainer

The Trainer As an Organiser:
- The information or skills need to be transferred effectively, therefore the training must be organized to facilitate this.
- The trainer must organize the time and place for the training.
- The training must be organized so that the skills or information are in a form that can be assimilated by the trainee.
- The materials must be prepared and appropriately organized.
- Sufficient time must be allowed for preparation.
- We should gain support for the training either through management or organizations.

e. Trainer's role during the course of training
- Problem solver. The participants have a problem and they need a solution.
- The facilitator assists the participants in gaining knowledge through leading questions or progressive learning strategies.
- The coach provides advice on improvements and offers remedial actions.
- The motivator provides incentive or inspiration for the participant.
- The director shows the participant what to do or what to focus on next and leads them through the process.

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Handbook

- The assessor primarily observes and scores or critiques performance, identifying strengths and weaknesses.
- The supporter is an ear or shoulder to cry on and gives words of encouragement or reinforcement.
- The reporter is the link back up the chain, passing on any comments, concerns and recommendations.
- At the other end of this scale is the spokesperson. They pass on organizational stance or policies.
- The judge in this sense is a sentence giver and enforces the penalties for failures or offers reward for the successes.
- The peer recognises that the participant is a co-worker and fosters general teamwork and camaraderie.
- The presenter is the teacher or demonstrator and leads by example to show the participants how it is done
- The story teller relates what they are doing, or are about to do, with experience or practical examples.

2. GENERAL GUIDELINES IN TRAINING AND FACILITATING

a. 10 Principles and Guidelines for Effective Oral Presentation
1. Effective presentation can be learned
2. Consider audience satisfaction as the most important measure of a successful training
3. The training content must be relevant and interesting and it must be delivered effectively
4. Natural style is the best style
5. Tone is extremely important in the delivery of subject matter
6. Self- confidence is the key to controlling presentation
7. Show, don't just tell
8. Revolve around the theme or central idea
9. Say what you mean; mean what you say
10. Don't put presentation to chance; prepare in advance