



Lesson Five

Exceptional Trainer

'Adult Learning Versus
'K-12 Learning'

You be new

Lesson Five Learning Points

1. Old and New Thought
2. Dependent trainee
3. Safe learning
4. Their experience
5. Flexibility
6. Need to know
7. Goal setting
8. Discovery
9. Doing too much
10. Motivation

Pedagogical
Andragogical

Old School or New School

The Modern Practice of Adult Education: From Pedagogy to Andragogy.

In his book, Knowles defined andragogy as "the art and science of helping adults learn, in contrast to pedagogy as the art and science of teaching children"

Let's explore what that means in the comm center setting.

Am I old or new?

Old thought – New thought

the trainee is dependent upon the trainer for all learning.	the trainee is self-directed.
the trainer assumes full responsibility for what is taught/how learned.	the trainee is responsible for his/her own learning.
the trainer evaluates learning.	self-evaluation is used
	trainee is involved in process.

It's all my fault

Old School or New School

An adult educators **only** responsibility as an adult educator is to facilitate a **safe** learning environment for the adult.

The educator cannot make someone learn – it's not up to them

Learning is a personal thing.



"That's our mission statement. If people follow that, everything else seems to fall into place."

No sound

What do you know

Old thought – New thought

the trainee comes to the activity with little experience that could be tapped as a resource for learning.	trainee brings a greater volume & quality of experience.
the experience of the trainer is most influential .	different experiences assure diversity in groups of adults.
	experience becomes the source of self-identity.

I honor your experience

Old School or New School

Adult learning is flexible, allowing the learner to challenge part of the training, honoring past experience.

Educators use examples that relate to the trainees **past** accomplishments so that they can link what they know to what they do not know.

Because we say so

Old thought – New thought

trainees are told what they have to learn in order to advance to the next level of mastery.	any change is likely to trigger a readiness
tests are pass/fail for moving to the next level of learning which is time driven.	the <i>need to know</i> in order to perform more effectively is recognized and used
	ability to assess gaps between where one is now and where one wants and needs to be.



Are you ready to move forward?

Old School or New School

Tests can be measurements and goal setting devices. This is also an indication of where the educator has done well.

Go find out, you will learn from your discovery.

Old School or New School

Adult educators - don't do too much for learners. Self discovery is used for down days. Get a down day schedule (attached)

Lesson plans include research of tapes compared to SOP, Internet searches for 911 calls.



Adult or child learner

Old thought – New thought

primarily motivated by *external* pressures, competition for grades, and the consequences of failure.

Internal motivators: self-esteem, recognition, better quality of life, self-confidence, self-actualization.

Learn or else.

Truth here is that no matter what you believe about motivation, any adult, including you, is motivated by their **own** needs and interests and those always include self improvement – fear is a motivator – but towards what?

Trust that no one takes a job to fail. The exceptional educator knows how to guide and lead, not push.

Make it easier on yourself.

The Exceptional Trainer?

There are times when your rookie is like a child and needs **100%** direction.


That would be in the orientation phase of the training.

Then, the adult **enters** and can take responsibility for their own learning



The Exceptional Trainer?


Remember your **only** job is to facilitate a safe learning environment for them – full of many ways to learn, support, and expert guidance on how to thrive in their new career.



Adult Educator Words Of Encouragement

...you have what it takes, I will guide and support you, I love this work and training, you can talk to me about anything, I am interested in your comfort level and safety.


Great trainers make hard things easier to learn!



Exceptional Trainers Ways of Being

They build up professional self esteem. Tell trainees they are part of a good agency. Treat trainees as the elite, agency is the cats meow. Put success in the newsletters, brag in public.

They create a yearbook with welcome, buddy system, invite trainees to meetings, introduce to everyone – police, fire, ems providers.




*****Self Actualization** Allow them to design their learning with you, help them be responsible for their own progress, you as the facilitator equal but different than them. Ask what they think, need, know, feel.

No sound



If you wish to have creative projects proceed..

No sound



Creative Projects Lesson Five

1. Write an essay on any 'old thought ways' of being that are happening or have happened in your agency.
2. Select one of the 'NEW thoughts' and write an argument for and against in this setting.
3. List *one way* that you can make your program more flexible for your trainees but still stay within guidelines and timelines.

No sound

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