

# Part 2      How to be a great trainer

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## What's the difference between teaching, facilitating and training?

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As an Oregon WIC training supervisor, you will be doing a little of all 3.

Teacher	Facilitator	Trainer
<ul style="list-style-type: none"><li>• Seen as the expert in a subject</li><li>• Shares theoretical knowledge</li><li>• Transfers their knowledge to the learner</li></ul>	<ul style="list-style-type: none"><li>• Moderates groups where knowledge is shared between learners</li><li>• Builds on the knowledge base of a group of learners</li></ul>	<ul style="list-style-type: none"><li>• Understands adult learners</li><li>• Blend of teacher and facilitator</li><li>• Shares practical knowledge</li><li>• Transfers hands-on abilities needed by the learner</li></ul>

### **A great training supervisor:**

- Recognizes that there are many factors that influence an adult's learning, and supports the learner wherever they are in the process;
- Fosters a sense of safety for all staff to ask questions and learn;
- Will find out what WIC staff already know, and help them build on that; and,
- Doesn't have to be an expert, but will find information when needed.

## Oregon's training philosophy

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**We believe that training helps WIC staff fulfill the vision and mission of the the WIC program.**

- WIC sets high standards and all WIC staff, both state and local, work together to meet them.
- WIC is always changing and we are continuously learning.
- We keep records of staff training to show we have met program standards.



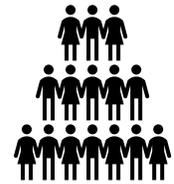
## We believe every WIC staff person brings something different to the WIC team.

- We all have different skills, interests, and backgrounds – diversity helps us meet the different needs of WIC participants.
- We accept and respect staff diversity, and learn from each other.
- Since each individual learns differently, we focus on what needs to be learned rather than on the training process.



## We support each other as we learn.

- In-services, training modules, online courses, posttests and other training resources are just tools to help staff learn.
- Training resources can be used in whatever way is needed to help us learn (e.g. posttests are open-book and can be retaken as often as needed for staff to be able to learn what they need to.)
- If some staff need extra support because they have different skills or backgrounds, other WIC staff will provide that support.
- We observe each other to identify what else we need to practice.
- We believe practice and reflection make improvement possible.



## Focus on the learner

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Just like great counseling starts by being participant centered, great training starts by being learner centered. Everything you learn about providing participant centered services applies to being a training supervisor. The participant centered counseling skills like active listening, using OARS, asking permission, or using the explore-offer-explore technique will get you started.



## Learning activity

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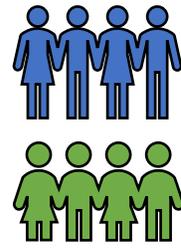
If you haven't already, go to the [Training modules and online courses](#) page and complete the 10 modules of the *WIC Participant Centered Education* online course.



## The basics of training adults

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Adults learn differently than children. They have life experience to draw upon and are not usually satisfied with someone just telling them what to do. When being trained, they want the information to be relevant to their job and to be treated with respect.



The way adults learn best is called adult learning theory. You can use the acronym **RISE** to remember the key elements of adult learning theory:

- **R**espectful
- **I**mmediately meaningful
- **S**afe
- **E**ngaging

## Learning activity

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Learn more about adult learning theory in the *Providing Participant Centered Groups* paper module.

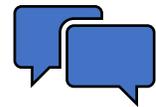


If you haven't already, go to the [Training modules and online courses](#) page and complete the *Providing Participant Centered Groups* paper module.

## Talk it over

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Talk with staff in your agency about how training was done in the past.



- How have they completed in-services?
- What has the observation process been like?
- How were staff trained when areas of concern were identified?
- What is their preferred method for learning new things?

## What you need to do

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1. Complete the *WIC Participant Centered Education* online course.
2. Complete the *Providing Participant Centered Groups* paper module.

