TRAINER/FACILITATOR DO'S AND DON'TS

Keep these basic tips in mind as you prepare and deliver your next training or presentation:

Don't…

Cram too much into your presentation. It leaves people feeling hurried and unsatisfied.

Read to your audience. Using text as a cue for a presentation is fine; turning your back and reading from a screen is not.

Say "you're wrong" to a participant. Find a way to work any remark into the theme, probe for a more complete response that relates, or acknowledge the remark and move on.

Speak too quickly, or softly. If you are not sure, ask your audience if they can hear and understand you.

Throw together an exercise without working through the directions you need to give people. Nothing frustrates concrete learners more than poor directions. If you leave something out of the directions on purpose, explain why afterwards.

Do….

Plan ahead and Practice. If you do nothing else for your presentation, do this; it will largely determine your success.

State what will—and what won't—be covered in a training or presentation. In some cases you can adjust what you'll cover if you get input from your audience, but plan accordingly.

Use different methods to convey the material. People learn differently and usually in multiple ways. When possible, plan for written, spoken, interactive, and individual learning.

Provide opportunity for questions. If you plan Q & A at the end, plan how you will wrap up so that the presentation doesn't end with "Any other questions?"

Give complete, clear directions for exercises and activities. Anticipate sources of confusion and try to correct for them.

Keep your sense of humor. If you make a mistake, it's not the end of the world. Most people like presenters who admit mistakes and can laugh at themselves.

Adjust your agenda when necessary. The presentation may not go the way you expect, so be prepared to be fast on your feet.

Have supporting materials for each participant. Tell participants they'll get copies of materials such as slide shows. This will help them focus on the presentation rather than on writing notes.