

**TRAINER COMPETENCIES**

**Create a safe inspiring learning environment**

* Demonstrate enthusiasm and passion, approaching the training with an open heart and mind.
* Create a warm, accepting atmosphere to maximise learning during the training.
* Support learners to develop knowledge skills and attitudes in a safe environment where having a go is encouraged and learning from mistakes/experiences celebrated.
* Maintain self-awareness throughout the training considering tone, emotional attitude, pace and body language throughout.
* Model HENRY Values.

**Planning and preparation**

* Plan and prepare all training resources and logistical details with co – trainer.
* Ensure a detailed understanding of all courses to be delivered.

**Empathy and listening skills**

* Actively listen to participants, acknowledge feelings and needs validating contributions.
* Model the use of empathy, strengths and paraphrasing (ESP) throughout the training.
* Extend and deepen discussions using open questions, whilst weaving in contributions from the group to highlight key learning points.

**Working in partnership**

* Show a genuine interest in the participants and highlight participants’ existing knowledge and skills wherever possible.
* Build rapport with participants; connect with those that may need additional support.
* Share relevant experiences briefly to develop learning.
* Use inclusive language and inviting statements.
* Use open-ended questions to elicit ideas and thoughts; resist the advice trap.
* Model solution-focused attitudes and support.
* Work in partnership with co-trainer demonstrating appreciation for the role.
* Demonstrate an inclusive approach considering different perspectives of identity, ethnicity and culture.

**Management of the group**

* Manage challenges by modelling the HENRY approach and demonstrating the use or empathy, agreement, re-frame (EAR).
* Motivate participants to actively engage through acknowledgement, validation, inclusion and appreciation.
* Take into account the experience and needs of the group, flexibly adapting where necessary.
* Continually reflect and respond to the learning abilities of the group, ensuring that they are focused and that learning is taking place.

**Knowledge of content**

* Demonstrate an excellent understanding of the course content.
* Link different elements of the HENRY approach throughout all training.
* Allow the activities to deliver the message/provoke insights.

**Reflection, feedback and future learning**

* Share honest and supportive feedback with co-trainer.
* Reflect on feedback received.
* Consider own perceptions, biases and stereotypical constructs of reality.
* Plan how and when to develop personal areas for improvement; seek support from colleagues and National Support Office when necessary.
* Assess personal course evaluations and highlight any actions for development.
* Act as an ambassador for HENRY highlighting the breadth of offer available, listening to needs and signposting to relevant colleagues.

**Online training**

In addition to above

* Proficient use of online learning platforms to include the use of break out rooms, screen sharing and annotation of slides.