



Unit 2: Your Role as Instructor

CERT Basic Train-the-Trainer



FEMA





What Do You Think?



- **What is the goal of every *CERT Basic Training* class?**



PM 2-1



Goal of CERT Basic Training

- **What is the goal of every *CERT Basic Training* class?**
- To prepare people to help themselves, their families, and their neighbors, coworkers, and others in the event of a catastrophic disaster



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Unit Objectives



- At the conclusion of this unit, the participants will be able to:
 - Describe the roles of the CERT instructor
 - State desired qualities of an effective CERT instructor
 - List the qualities of a good presenter
 - Explain how to develop a teaching style that conveys those qualities



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Instructor Roles



- An effective CERT instructor should be:
 - A subject matter expert
 - A trainer
 - An evaluator
 - A friend and coach
 - A role model
 - A classroom manager



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The CERT Instructor



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Role #1: SME



- Learning objectives and content for each of the *CERT Basic Training* units
- How units relate to each other
- How to conduct hands-on exercises effectively



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Role #2: Trainer



- Knows how to transfer knowledge
 - How people learn and how to teach to different learning styles
 - What adults need from the instructor to learn best
 - Effective presentation skills



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Role #3: Evaluator



- Knows how to determine if behavior has changed
 - Formal and informal ways
 - Questioning skills
 - Giving feedback



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Role #4: Friend/Coach

- Have relationship with class as a whole and individuals in class
- Put learners at ease
- Motivate learners



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What Do You Think?



- **What things does an effective instructor do to motivate learners?**



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Providing Motivation



- **What things does an effective instructor do to motivate learners?**
- An effective instructor should:
 - Be enthusiastic
 - Expect a good performance
 - Make the training relevant
 - Use positive reinforcement
 - Correct with sensitivity and empathy
 - Encourage and encourage



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Role #5: Role Model



- Show how CERT member should behave
- Reinforce important habits
 - Safety
 - Appropriate use of humor



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What Do You Think?



- **How does an instructor model CERT's values and messages?**



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Modeling CERT Values

- **How does an instructor model CERT's values and messages?**
 - Always wear correct safety equipment
 - Work effectively as part of a team
 - Value the learners as important assets
 - Be prepared
 - Function effectively as a leader
 - Insist that skills are practiced multiple times



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Role #6: Classroom Manager

- Time management and transitioning
- Transitioning from one unit to next
- Running training equipment
- Arranging for activity supplies
- Working with participants with different agenda or with physical or mental limitations
- Being inclusive
- Dealing with sensitive topics



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Instructor Roles



- Learn more about each instructor role:
 - Subject Matter Expert: *CERT Basic Training* review in Units 3, 4, 6, 7, 8, 10, 12, 13, 14
 - Trainer: Unit 2, Your Role as Instructor, and Unit 5, Maximize Learning
 - Evaluator: Unit 5, Maximize Learning



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Instructor Roles (*con't*)

- Friend and Coach: Unit 11, Manage the Classroom
- Role Model: Throughout this course
- Classroom Manager: Unit 11, Manage the Classroom and Unit 16, Preparing for the *CERT Basic Training Course*



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What Do You Think?



- **What qualities are found in a good CERT instructor?**



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CERT Instructor Qualities

- **What qualities are found in a good CERT instructor?**
 - Prepared
 - Energetic
 - Enthusiastic
 - Interested
 - Sensitive
 - Makes training fun, safe, and interactive
 - Leaves the ego and war stories at home
 - Patient
 - Sense of humor



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Presenter Qualities



- Learners often judge an instructor by how he or she speaks and looks
- A trainer must be “credible”
- Credibility is based:
 - 45% on how you appear
 - 45% on how you sound
 - 10% on actual words you say



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What Do You Think?



- **When someone speaks of a good presenter, what qualities are they talking about?**



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A Good Presenter



- **When someone speaks of a good presenter, what qualities are they talking about?**

– A good presenter is:

- Sincere
- Enthusiastic
- Lively
- Expressive
- Interesting
- Assertive
- Convincing
- Credible
- Confident
- Poised
- Professional
- Funny
- Accepting



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Exercise



Exercise: The Super Trainer



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What Do You Think?



- **What should a presenter's general appearance be?**



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Presenter Appearance

- **What should a presenter's general appearance be?**
 - Neat and clean
 - Simple
 - No jingles
 - Professional attire



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What Do You Think?



- **What should the eyes be doing?**



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Presenter Eyes



- **What should the eyes be doing?**
 - Make eye contact
 - Scan the group



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What Do You Think?



- **What should the ears be doing?**



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Presenter Ears



- **What should the ears be doing?**
 - Listening to participants
 - Ask fellow instructor to tell you if you miss something



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What Do You Think?



- **What should the face be doing?**



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Presenter Face



- **What should the face be doing?**
 - The presenter's face should be:
 - Animated
 - Smiling a lot, with mouth and eyes



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What Do You Think?



- **What should the voice be doing?**



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Presenter Voice



- **What should the voice be doing?**
 - The presenter's voice should:
 - Vary pace; not too slow or too fast
 - Vary volume
 - Use inflections
 - Use pauses for emphasis and suspense
 - Watch "er" and "um"



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What Do You Think?



- **What should the body stance be?**



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Presenter Stance



- **What should the body stance be?**
 - The presenter's stance should be:
 - Open
 - Inviting
 - Good posture
 - Poised and confident



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What Do You Think?



- **What should the arms be doing?**



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Presenter Arms



- **What should the arms be doing?**
 - Use gestures purposefully
 - Don't flail or point



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What Do You Think?



- **What should the feet be doing?**



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Presenter Feet



- **What should the feet be doing?**
 - The presenter's feet should:
 - Move around purposefully
 - Not stand in one place but not move constantly
 - Not fidget, rock, or pace back and forth



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Presenter Attitude



- An effective presenter's attitude is:
 - Positive
 - Accepting
 - Enthusiastic
 - Encouraging
- The presenter's manner should be:
 - Confident
 - Calm
 - Matter of fact



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Unit Summary



- An instructor is a:
 - Subject matter expert
 - Trainer
 - Evaluator
 - Friend and coach
 - Role model
 - Classroom manager



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Unit Summary (*con't*)



- Focus is on participant
- Good teaching is a performance
- Every instructor has to find his or her own style
 - Must reflect good presenter qualities



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