

4 Tips to Implement Your Organization's Best Train-the-Trainer Program

An Airbus DS Communications White Paper
October 2017

As part of our [Emergency Notification Best Practices webinar series](#), attendees learned how to build an effective end user training program. There was such great discussion and feedback around the session ([available for listening here](#)), that it left many of you asking for more information on how to build a train-the-trainer program. Great news! We've got those details for you right here.

Over the years, we've watched more and more Airbus customers implement a 'Train-the-Trainer' program. This is across all industries, from Public Safety to Higher Education to those in Corporate Environments and at all levels of Government. We've helped them establish designated individuals as subject-matter experts, giving them the tools and knowledge to share their expertise with other individuals or even other trainers within their organizations. And, the benefits are tremendous. These customers now have one or more trainers ready to instruct at a moment's notice, saving time, money and other resources and allowing training on their exact terms. Plus, these customers ensure a standard delivery of information for consistent use of Airbus' VESTA® solutions throughout their organization.

Yet, despite what may seem like an easy-to-implement model, there are several things to remember when creating a first-class Train-the-Trainer program.

ABOUT AIRBUS DS COMMUNICATIONS

For nearly five decades, Airbus DS Communications, the home of VESTA®, has designed solutions with an open mind. This innovation not only allows us to create smarter ways to keep all our communities safe, it also earned us Frost and Sullivan's 2016 Best Practices Award as the NG9-1-1 Company of the Year. Our NG9-1-1 VESTA solutions are found in more than 60% of all U.S. Public Safety Answering Points, serving over 200 million people, as well as Federal DoD operations globally. Over 30+ years, our Emergency Notification products have supported the communications needs of hundreds of public and private sector organizations. Our Land Mobile Radio offering is 100% standards compliant, delivering the industry's only true, non-proprietary P25 Radio solution. As the world's most reliable source for Next Generation Public Safety communications, we keep people connected when it matters most.

4 Tips for Implementing a Train-the-Trainer Program

Tip 1

Be Prepared for Mistakes.

Implementing a Train-the-Trainer program is a learning process in more ways than the obvious. This means, even if your employees have many years of training experience, they may not have done so in your unique environment. Be prepared to give leeway and let your trainers make mistakes. Otherwise, they may be discouraged in the process or hesitant to try something new again. Allow extra time for preparation, re-writing of curriculum and inclusion or elimination of information to fine-tune the program as your organization's policies and procedures change.

Tip 2

Choose the Right People for Training!

Take the time to hand-assemble a reliable team of likeable and relatable people who work well together. Students connect with trainers who are genuine and authentic. So, look for these traits, among those that follow, when selecting trainers within your organization.

Effective trainers are:

1. **Professional** – in attire, demeanor and humor.
2. **Respectful** – ethical, fair and tolerant of individual differences.
3. **Knowledgeable/Skillful** – displays a clear understanding of subject matter, and will seek answers to questions they cannot answer immediately.
4. **Role Models** – demonstrates an attitude that supports all departmental policies and procedures.
5. **Interested in the Learners** – motivates students by showing genuine interest in their long-term welfare.
6. **Enthusiastic** – genuinely excited about the content being taught.

A Train-the-Trainer program allows [you](#) to use a small team to address the needs of many employees. But, without the right people as trainers, the team and your efforts won't be as effective as they could be.

Tip 3

Be Prepared for Constructive Criticism.

Giving – and taking – constructive criticism is one big way to continuously improve your program, its processes and the skills of your trainers. For example, you may hear trainers need to use a different method of demonstration or better examples. But, this advice shouldn't be taken personally. The end goal is to maximize efficiency while transferring knowledge, so open yourself up to others' advice for possible improvements.

Tip 4

Track Your Results.

As renowned business consultant Peter Drucker said, "What gets measured, gets managed." And, good trainers are always eager to know how they can improve. Help them get the information they seek from the best source – their students. Make it a standard practice to hand out evaluation forms after every training to get their feedback. Then, create reports using tracking analytics to help trainers understand what steps they can take to improve. Also, encourage friendly competition among your trainers, tied to a rewards program, to further accelerate their progress.

The First Step to Your VESTA Train-the-Trainer Program

Please know your Train-the-Trainer program will only be as good as its foundation. That's why it's important to get your main trainer or trainers the most thorough instruction available. For the VESTA portfolio of solutions, that instruction is taught in our in-house training held in Temecula, CA, and Brentwood, TN.

Our current training schedule can also be found [online here](#). However, we recommend you contact our dedicated training team to discuss your unique needs and find your best course of action. They can be reached at TrainingAdmin@Airbus-DSComm.com or 951.719.2100.

Also, be sure to check our Blog again soon for other helpful info on your training efforts! Next time, we'll share valuable details on different adult learning styles and what your trainers need to know and do to be successful with all students.