

## WORKING WITH PEOPLE

12 primary ingredients of effective personal communication skill

- Accurate perception of how one, personality affects others- self insight
- Prepared to stand firm - assertion
- Good listening skills - active listening
- Supportive and directive leadership as necessary – leadership
- Methodical approach to problem solving and decision making – systematic approach
- Acknowledges the importance of feeling and emotion – counseling
- Capable of steering meetings well – chairmanship
- Able to deal with uncooperative people – interpersonal problem solving
- Developing the competence of others – training competence
- Prepared to consider and implement new ideas – creativity
- Able to communicate effectively through the written words – written skills
- Able to communicate effectively through the spoken work – oral communication competence.

### Role of trainer in participatory training

*Pre – training role*

- Training design
- Administrator organizer

*During training role*

- Facilitator:
- Instructor
- Counselor
- Recorder: all the queries can be noted
- Evaluator: on going evaluation
- Organizer/administrator/manager: time management

*Post training role*

- Report writer
- Follow – up – coordinator

### **Pre training role:**

*As training designer*

- Collecting and identifying the learning needs
- Listing the objectives
- Working out the related content and methods, materials and exercise

- Sequencing the content and activities
- Identifying the resource persons
- Preparing and selecting the learning materials

*As administrator/organizer:*

- Choosing venue and time
- Selecting and scheduling facilities
- Regularly communicating with the trainers regarding programme plans
- Identifying and arranging the needed support system at the training venue
- Scheduling the time of co-trainer and resource persons
- Distributing training materials
- Arranging/mobilizing resource

### **During training role:**

*As facilitator:*

- Eliciting opinions
- Focusing participants attention on their potentials
- Summarizing and synthesizing information
- Intervening in the process

*As instructor:*

- Provide information and concepts
- Directing structured learning
- Using learning aids – film, audio, tapes, video tapes and other materials

*As recorder:*

Observing keenly both flow of content and process  
Maintaining detailed notes on a daily basis

*As evaluator:*

- Planning and evaluation mechanism
- Using written as well as verbal reports to assess an event
- Utilizing evaluation design to assess individual changes in attitude behavior and knowledge
- Conducting mid term review
- Sharing reflections and analysis with co-trainer
- Providing relevant feedback

*As organizer/administrator/manager:*

- Managing time and space for each session
- Solving problems relating to food, lodging
- Organizing reservations, departures, reimbursement
- Timing, breaks, off – time etc

### **Post training role:**

*As report writer:*

- Organizing the relevant information for the report writing
- Disseminating the reports to all participants, resource persons and other interested

*As follow up coordinator:*

- Communicating at regular intervals
- Inviting feedback from both individuals and organizations
- Collecting learning needs for the next
- Providing support in the field
- Impact assessment