



# 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



PM 2-1



# 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



PM 2-1



# 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



PM 2-1



# The CERT Instructor



PM 2-2



# 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



PM 2-2



# 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



PM 2-2





# Role #3: Evaluator



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



PM 2-3



## Role #4: Friend/Coach



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



PM 2-3



# What Do You Think?



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



PM 2-4



# 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



PM 2-4



# Role #5: Role Model



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



PM 2-4



# What Do You Think?



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



PM 2-4



# 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



PM 2-4



# 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



PM 2-5





# 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



PM 2-5



# Instructor Roles (contd.)

- 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*



PM 2-5



# What Do You Think?



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



PM 2-6



# 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



PM 2-6



# 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



PM 2-6



# What Do You Think?



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



PM 2-6



# 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



PM 2-6



# Exercise



## Exercise: The Super Trainer



PM 2-7





# What Do You Think?



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



PM 2-7



# Presenter Appearance



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



PM 2-7



# What Do You Think?



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



PM 2-7



# Presenter Eyes



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



PM 2-7



# What Do You Think?



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



PM 2-7



# Presenter Ears



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



PM 2-7



# What Do You Think?



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



PM 2-7



# Presenter Face



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



PM 2-7





# What Do You Think?



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



PM 2-7



# 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"



PM 2-7



# What Do You Think?



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



PM 2-7



# Presenter Stance



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



PM 2-7



# What Do You Think?



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



PM 2-7



# Presenter Arms



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



PM 2-7



# What Do You Think?



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



PM 2-7



# 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



PM 2-7





# Presenter Attitude



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



PM 2-7



# Unit Summary



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



PM 2-12



# Unit Summary (contd.)



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



PM 2-12