



Module 1: INTERPERSONAL SKILLS OF TRAINER OR EDUCATOR





Let's get to know each other...

Icebreaker Activity:

1. Each participant selects an object they are personally and emotionally attached to.
2. Participants take turns presenting their chosen object to the group.
3. During the presentation, each participant briefly explains why the object is special to them.
4. Participants conclude by sharing their name and the reason why they have chosen to be a teacher/educator.



Objective of the workshop:

The objective of this one-day workshop is to equip trainers and educators with essential interpersonal skills, focusing on active listening, effective communication, stress resistance, and adaptability, enabling them to create engaging and supportive learning environments.



Learning Outcomes of the Workshop:

Upon completion of this workshop, participants will:

- Understand and apply key concepts of interpersonal skills focused on effective communication, active listening, stress resistance, and adaptability.
- Develop practical skills for building rapport, using different communication tools effectively, and managing stress.
- Demonstrate confidence in engaging with others and adapting to various situations.
- Apply learning to real-world interactions and contribute to positive environments.
- Engage in reflective practice and receive feedback for ongoing development.





Introduction

How do adults learn?



Adults are driven by the practical application of knowledge, leveraging their diverse life experiences and professional duties as sources of motivation. Their learning styles vary greatly, often favoring experiential learning and self-directed approaches. As such, trainers must adapt their methods to accommodate these preferences, offering practical, real-world examples and encouraging active participation to maximize engagement and learning outcomes





Introduction

The process of training adults involves navigating a variety of unique challenges and considerations.

1

Diverse Backgrounds:

Adult learners vary in education, age, profession, and culture, challenging trainers to make content universally relevant

2

Theory vs. Practice:

Adults prioritize practical knowledge, necessitating a balance between theory and real-world applications.

3

Engagement:

Sustaining adult learners' interest requires dynamic and interactive training methods.

4

Resistance to Change:

Overcoming fixed mindsets, especially regarding technology, is a significant challenge.

Introduction



5

Technology:

Ensuring comfort with digital tools among participants poses logistical hurdles

6

Time Constraints:

Given adults' busy schedules, designing flexible yet comprehensive courses is essential.

7

Measuring Success:

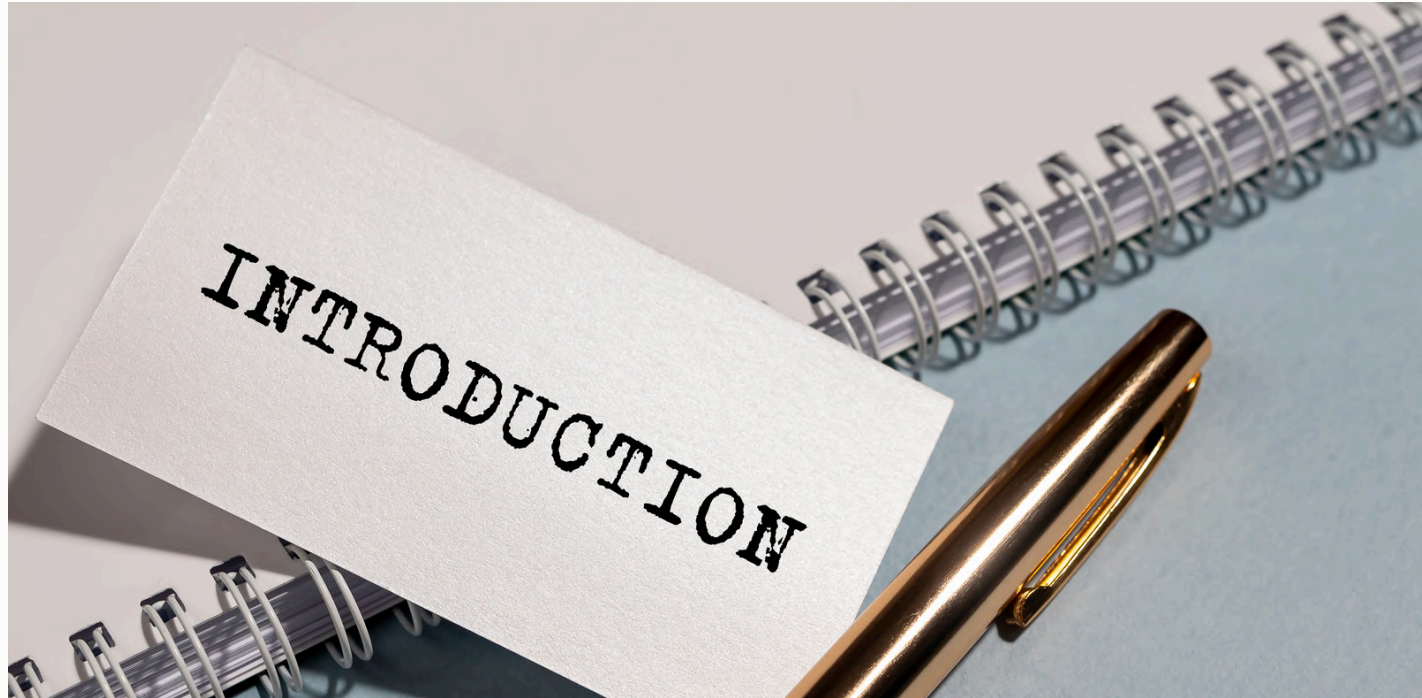
Developing real-world evaluation methods is crucial for assessing training effectiveness.

8

Peer Learning:

Moderating knowledge-sharing among participants enhances the learning experience.

Introduction



5

Cultural Sensitivity:

Trainers must be inclusive and respectful of diverse perspectives.

7

Continuous Improvement:

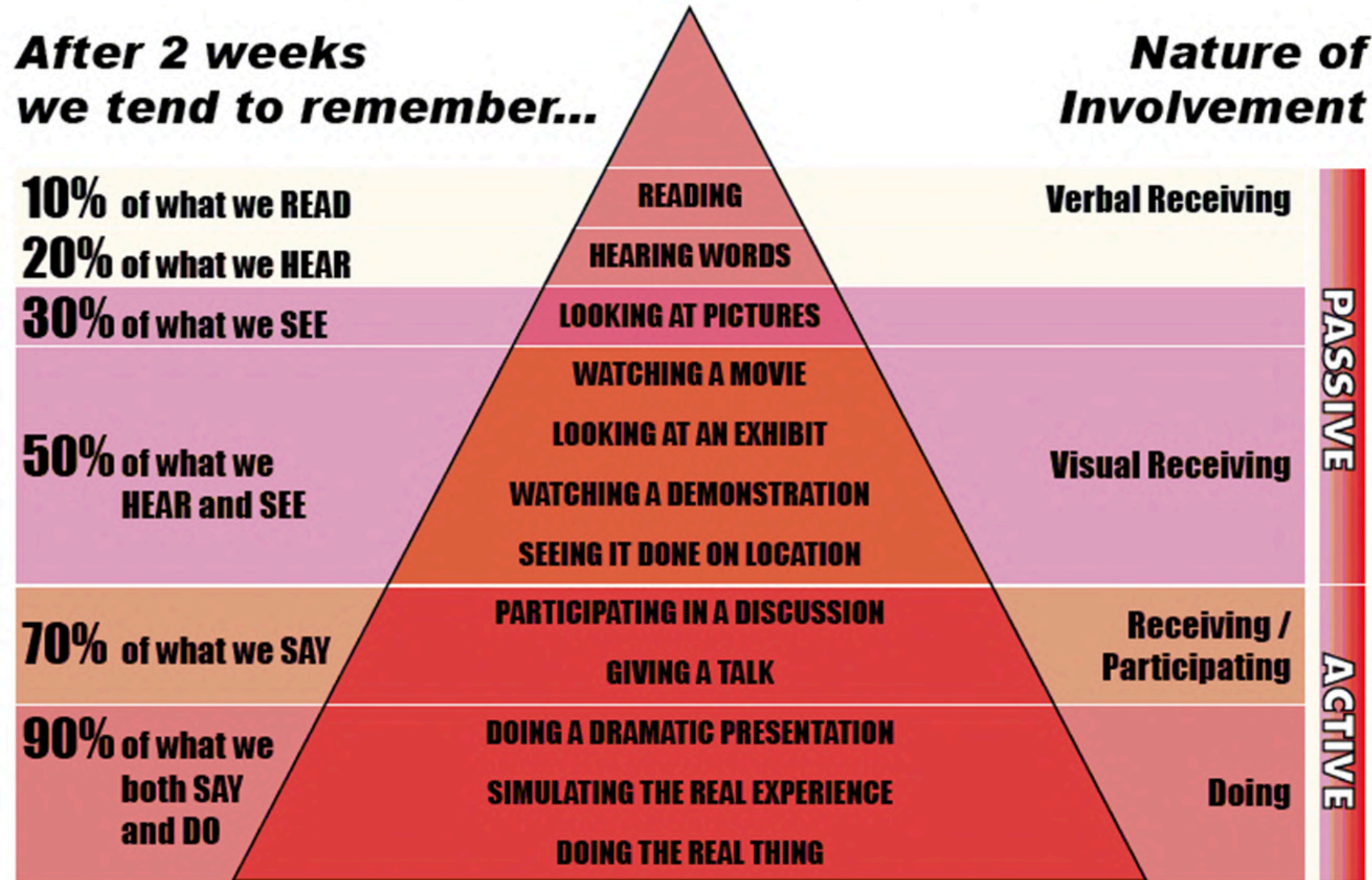
Openness to feedback and learning ensures trainers remain effective and relevant.

Cone of Learning (Edgar Dale)

Introduction

**After 2 weeks
we tend to remember...**

**Nature of
Involvement**



Edgar Dale, *Audio-Visual Methods in Technology*, Holt, Rinehart and Winston.

Introduction

Podcast with Biljana Velevska and Katerina Zlatanovska Popova both experienced trainers for adults with international experience



Introduction

Understanding Interpersonal Skills

Key Components of Interpersonal Skills:

- Active Listening
- Effective Communication
- Stress Resistance
- Adaptability



Session 1:

Effective communication & Active listening

Communication is the process of conveying or exchanging information, ideas, thoughts, feelings, or messages between individuals or groups through verbal, non-verbal, written, or visual means.

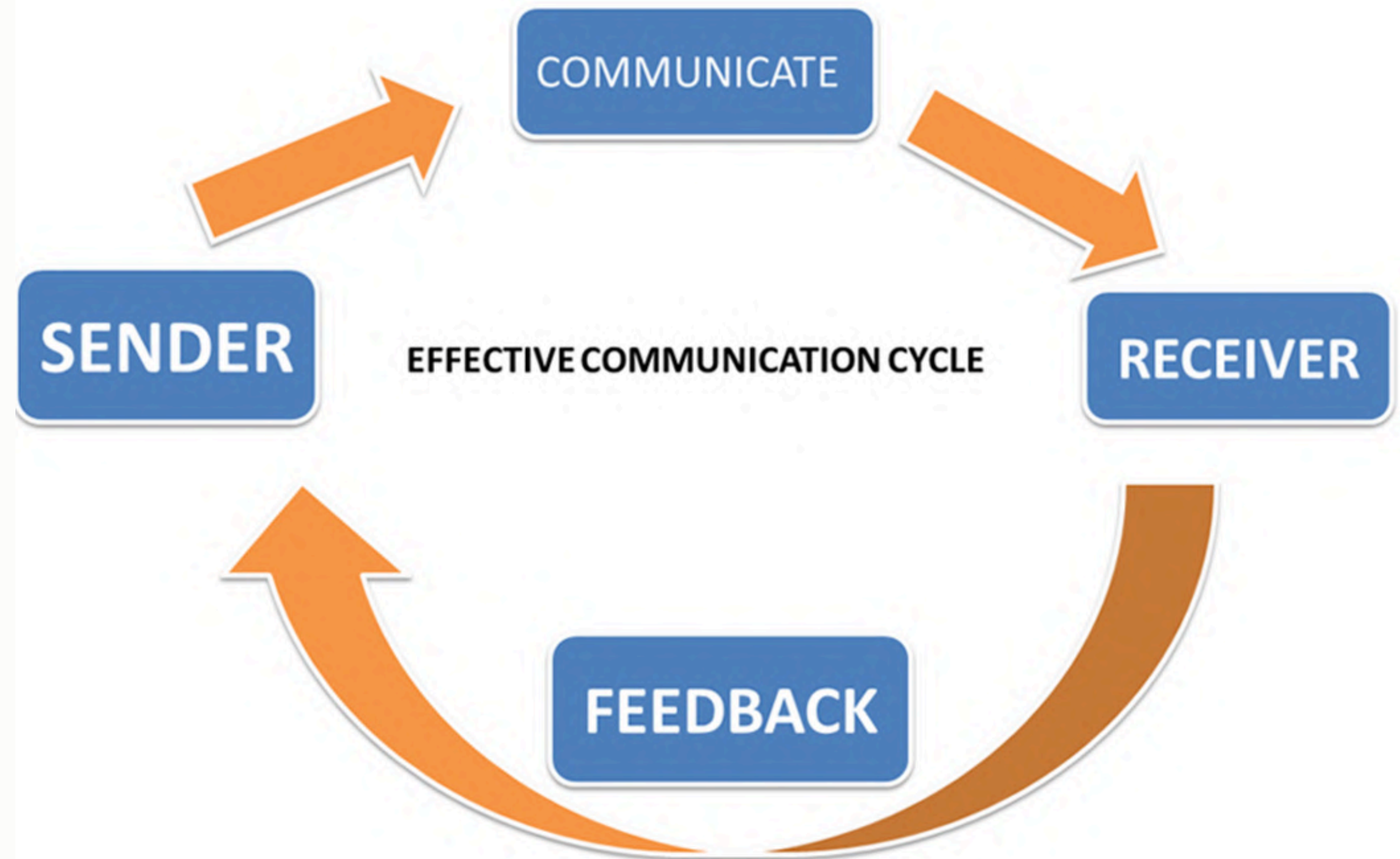
It involves a sender and a receiver, both sending and receiving messages, with the goal of mutual understanding and shared meaning.





Session 1:

Effective communication & Active listening



Activity 1

Step One: Listen to the short text.

Step Two: Try to write down as much as you remember, as you remember.

Step Three: Group discussion about the key insights from Activity 1





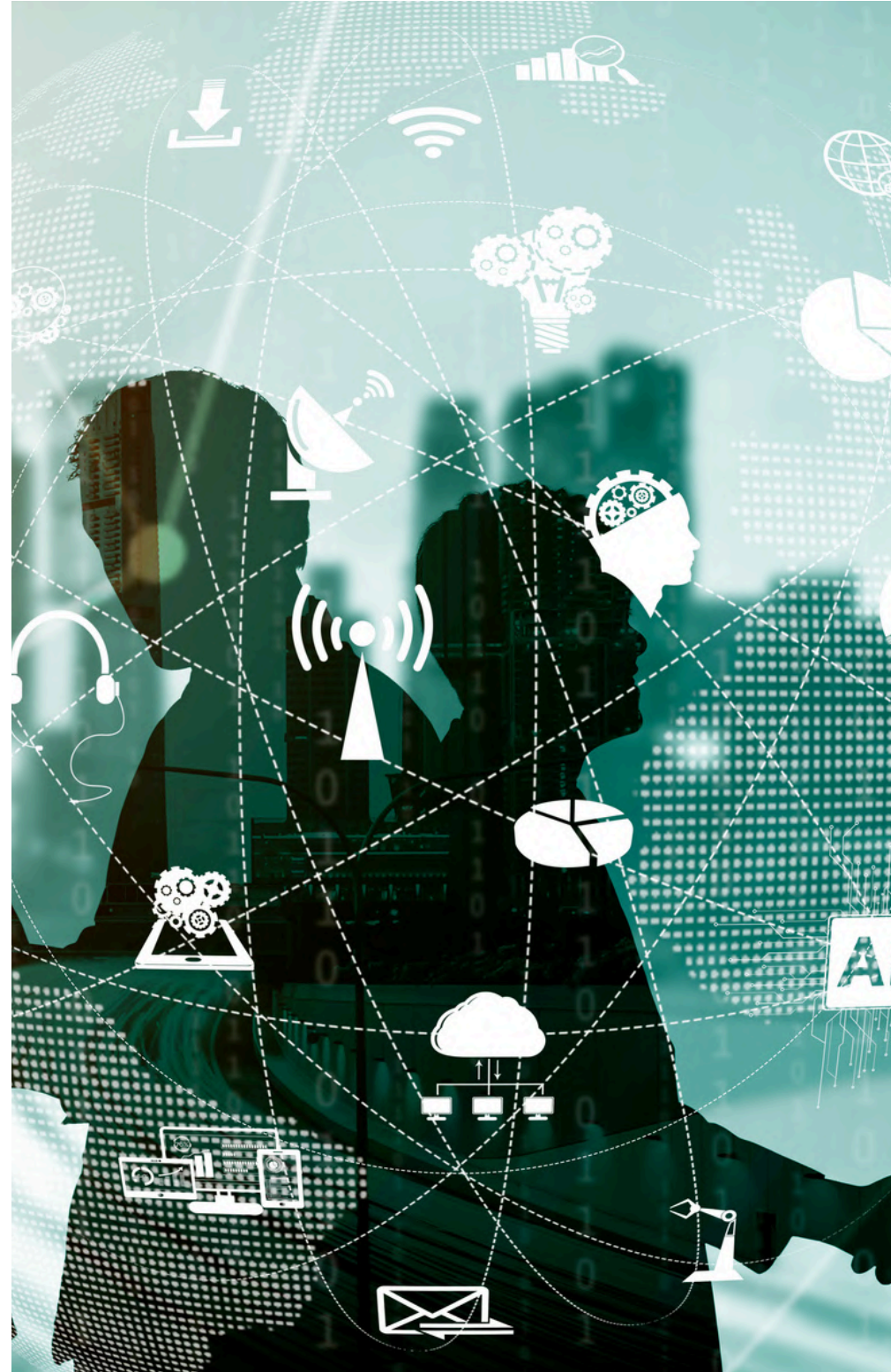
What is effective communication?

For communication between two parties to be effective, messages must flow in both directions. The sender conveys their message, and the receiver responds, completing a cycle of communication.

Effective communication relies on the receiver's comprehension of the message.



Strategies for Clear and Effective Communication



- Verbal and Non-verbal Communication
- Active vs. Passive Communication





Verbal and Non-verbal Communication

Verbal communication involves the use of spoken or written words to convey messages, ideas, and information. It includes conversations, speeches, presentations, and written texts such as emails and letters.

On the other hand, nonverbal communication encompasses gestures, facial expressions, body language, tone of voice, eye contact, and other subtle cues that convey meaning without the use of words.



QUIZ!

How much of the communication is non-verbal?



Select the correct answer:

- a.38%
- b.55%
- c.7%





Verbal and Non-verbal Communication



How much of the communication is non-verbal?

The correct answer is: 55% through body language, 38% is through tone of voice, and 7% is communicated through spoken word according to experts.





Active vs. Passive Communication



When the roles of sender and receiver interchange, indicating active participation from both parties, we can describe it as two-way communication.

One-way communication involves the transmission of information from a sender to a receiver without an active exchange or response from the receiver.



What is Active listening?



Active listening is the attentive and empathetic process of fully understanding the speaker's message, both verbally and nonverbally, fostering better communication and relationships.





What is Active listening?

Here are five easy ways to practice active listening:

Maintain eye contact:

By making eye contact with the speaker, you show attentiveness and convey interest in what they're saying.

Minimize distractions:

Eliminate distractions such as phones or other devices to focus fully on the speaker's words and nonverbal cues.

Use affirmative body language:

Nodding occasionally and using encouraging gestures such as leaning forward can signal that you are actively listening and engaged in the conversation.

Reflect on what's being said:

Summarize or paraphrase the speaker's main points to demonstrate understanding and ensure clarity.

Avoid interrupting:

Allow the speaker to express their thoughts without interruption, and refrain from interjecting or formulating responses before they've finished speaking.

Activity 2: Let's do ORIGAMI

Step one: Take a piece of paper and close your eyes. During this activity, refrain from asking questions and solely focus on following the instructions provided by your facilitator to complete the task. Let's begin.

Step two: Ask all the participants to open their eyes and show their paper by unfolding it. Group discussion about the key insights from Activity 2





Techniques for Improving Active Listening Skills

1

Paraphrasing

2

Summarizing

3

Asking Clarifying Questions

Techniques for Improving Active Listening Skills



Paraphrasing:

Paraphrasing involves restating or rephrasing someone else's words or ideas in your own words while retaining the original meaning. It helps ensure understanding and demonstrates active listening skills by reflecting on what was said clearly and concisely.



Techniques for Improving Active Listening Skills



Paraphrasing examples:

- If I understood correctly, what you said is
Is that right?
- I think you said that.... Is that right?
- It seems to me that your point of view is
Did I accurately reflect it?
- Your opinion is different from hers – You think
..... Don't you?



Techniques for Improving Active Listening Skills



Summarizing:

Summarizing entails condensing and capturing the main points or key information from a larger body of text, conversation, or presentation. It involves synthesizing the most important details while omitting less relevant or minor aspects, allowing for a more concise and focused overview of the content.



Techniques for Improving Active Listening Skills



Summarizing examples:

- From the discussion, I understood that you share these feelings, visions, and opinions about the topic...
- There seem to be the following views on this...
- So far we have worked out these parts of the plan: From the exercises, I think we agree on the meaning of... and the next steps are...
- What did we conclude from the conversation?





Activity 3:

Step One: Participants work in pairs using the Paraphrasing technique by answering the following questions:

1. How can trainers promote communication and understanding among multicultural groups?
2. How can trainers enhance their ability to work effectively with diverse groups?
3. How can trainers ensure an inclusive and culturally sensitive environment within their group sessions?
4. How can trainers leverage the wealth of experiences that adults bring to the learning environment to enhance the learning experience?





Activity 3:

Step Two: Participants work in pairs using Summarizing technique by answering the following questions:

1. What are the biggest challenges trainers often face when conducting training for adults?
2. How can trainers ensure their training sessions are culturally sensitive and inclusive due to the increasing diversity in the workforce?
3. How can trainers effectively maintain the engagement of adult learners?
4. How can trainers ensure that adult learners, who may have varying levels of exposure and access to technology, are comfortable with the digital tools and online learning platforms incorporated into training programs?

Step Three: Group discussion about the key insights from Activity 3



Techniques for Improving Active Listening Skills



Asking Clarifying Questions:

Asking clarifying questions involves seeking additional information or clarification to ensure comprehension and resolve any ambiguity or confusion. These questions aim to clarify specific details, confirm understanding, or delve deeper into a topic, facilitating clearer communication and preventing misunderstandings.



Techniques for Improving Active Listening Skills



Question words for Asking Clarifying Questions:

1. Who
2. What
3. When
4. Where
5. Why
6. How
7. Which



Activity 4: Alien and a tourist guide - role play

Step One: Participants work in pairs

Decide who will be the Alien and who will act as the Tourist Guide. (change the roles after you finish the first 4 things)

How would you explain, and describe the things from the list to an alien who had never seen or experienced them before? Use all possible question words until you are happy with the explanation.





Activity 4: Alien and a tourist guide – role play

LIST OF ITEMS

**Basketball
game**

**Birthday
cake**

Money

**Opera
House**

**Wedding
party**

**Music
concert**

**Shopping
Mall**

A gift

Step Two: Group discussion about the key insights from Activity 4



Session 2:

Stress Resistance & Adaptability

Group discussion:

How to strengthen our adaptability?

Where do we find the sources of our resilience?



Session 2:

Stress Resistance & Adaptability

All our VIRTUES make us more resilient and help us cope with the stress we face.

The most resilient among us have a LONG LIST OF VIRTUES.

The good news is that you can build your resilience and adaptability by choosing and practicing activities, behaviors, and attitudes that make you stronger – and those you struggle with.



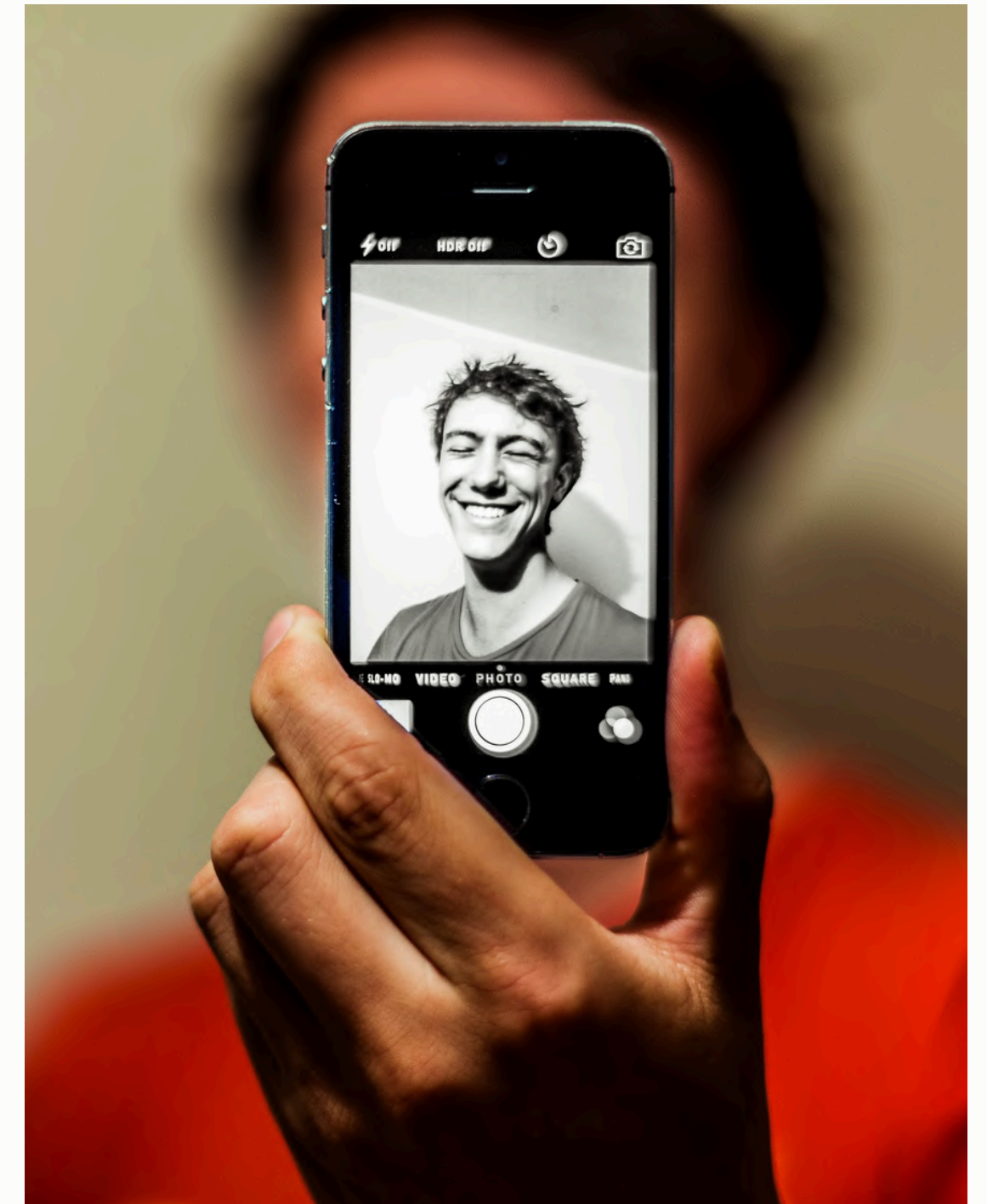


Activity 5: Self-assessment

Step one: Take a selfie. Look at the photo.

Second step: What do you see in the eyes, nose, mouth? You are looking at a person who has overcome many difficulties until now. This person survived decades, of successes and failures... And today this person is here. What does this person have to say to you? How has he/she managed so far?

Third step: Ask them to write down the key insights.





Activity 6

Step One: Write down your list of personal virtues.

Step Two: Group discussion about the key insights from Activity 6.





Session 2:

Stress Resistance & Adaptability

Resilience Building: Offer resources or workshops focused on resilience-building strategies, such as reframing challenges, fostering optimism, and cultivating social support networks.

Healthy Habits: Promote healthy lifestyle choices such as regular exercise, nutritious diet, adequate sleep, and relaxation techniques to support physical and mental well-being.

Mindfulness Practices: Encourage individuals to incorporate mindfulness techniques into their daily routines, such as meditation, deep breathing exercises, or mindfulness walks, to promote stress reduction and self-awareness.

Learning Culture: Cultivate a learning culture that embraces experimentation, continuous improvement, and a growth mindset, where failures are viewed as opportunities for learning and development.



Session 2:

Stress Resistance & Adaptability

TIPS TO STRENGTHEN YOUR RESILIENCE:

1. When you are upset about something, ask yourself: will this matter 5 years from now? If the answer is NO, maybe it's not worth getting upset and disturbing your peace today.



Session 2:

Stress Resistance & Adaptability

TIPS TO STRENGTHEN YOUR RESILIENCE:

2. Don't let anyone devalue you. Believe in those who believe in you. See yourself through the eyes of people who accept you and love you unconditionally.

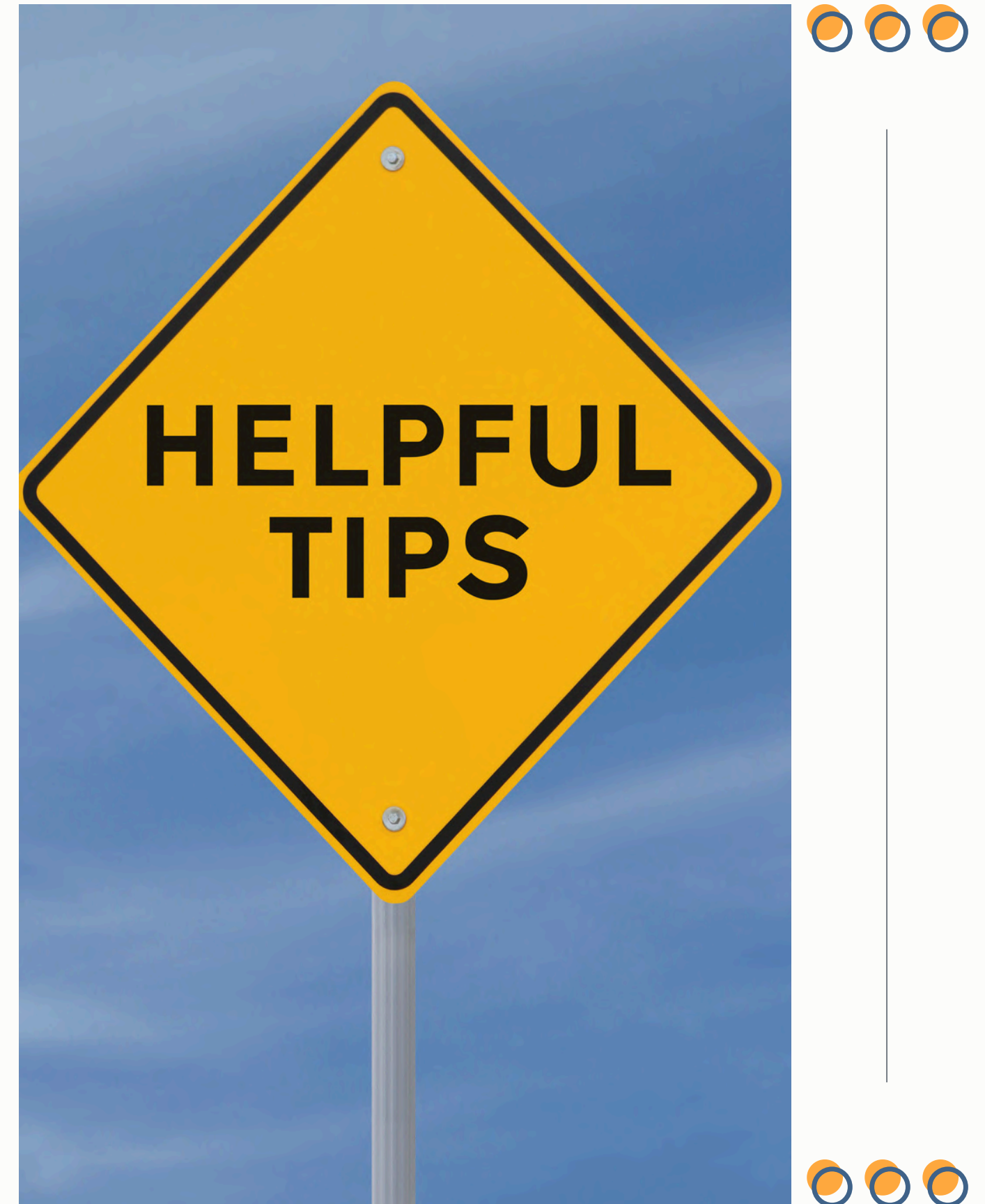


Session 2:

Stress Resistance & Adaptability

TIPS TO STRENGTHEN YOUR RESILIENCE:

3. At least once a week, spend quality time with someone who inspires you



Session 2:

Stress Resistance & Adaptability

TIPS TO STRENGTHEN YOUR RESILIENCE:

4. Think of the higher meaning of your life. What is your life mission? Live your days in harmony with that life mission of yours.

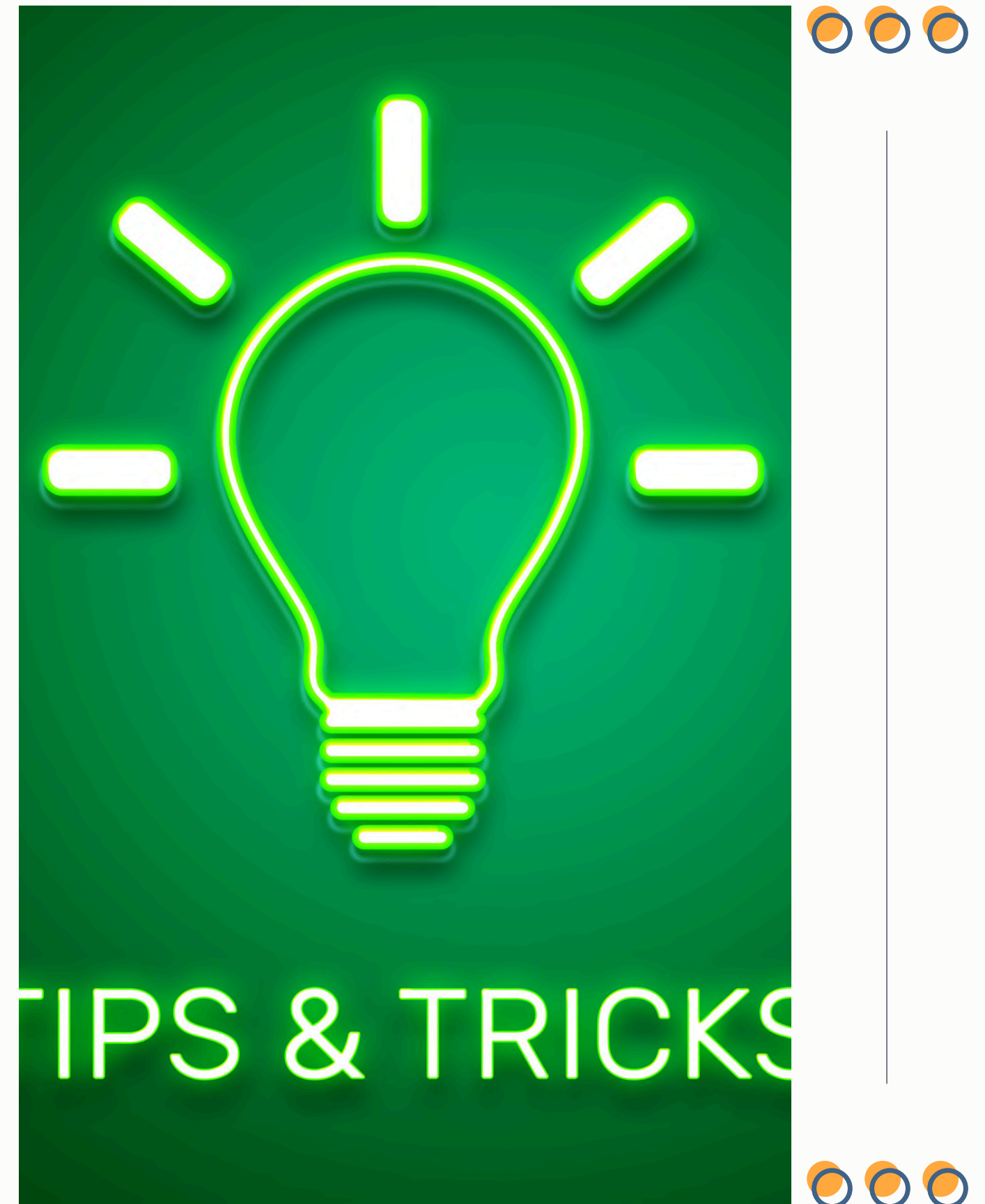


Session 2:

Stress Resistance & Adaptability

TIPS TO STRENGTHEN YOUR RESILIENCE:

5. Embrace your vulnerability. Be authentic. Accept that it's okay to feel sad from time to time.



Session 2:

Stress Resistance & Adaptability

TIPS TO STRENGTHEN YOUR RESILIENCE:

6. Optimize the dose of news you consume every day. For every title that shakes you, read something that will inspire you or help you boost your well-being.



Session 2:

Stress Resistance & Adaptability

TIPS TO STRENGTHEN YOUR RESILIENCE:

7. Make a list of all the things that make you happy and help you recharge, reenergize, and regain focus, allowing you to approach your work with renewed vigor and enthusiasm.



Session 2:

Stress Resistance & Adaptability

TIPS TO STRENGTHEN YOUR RESILIENCE:

8. Make a "Not To Do" list to make it easier to get through the day and daily challenges.





Activity 7: Self-assessment

The things you should **STOP** doing



Session 3:

Integrating Interpersonal Skills into Teaching/Training Practices

- Reflecting on Personal Communication and Listening Habits
- Identifying Strengths and Areas for Improvement
- Action Planning: Setting Goals for Enhancing Interpersonal Skills in Teaching/Training
- Peer Feedback and Support





Activity 8

Reflecting on Personal Communication and Listening Habits

Step One: Write down your Communication and Listening Habits

Step Two: Group discussion about the key insights from Activity 8





Activity 9

Identifying Strengths and Areas for Improvement

Step One: Write down your insights on the following questions:

1. What is your passion? Where do you get your motivation from?
2. What things make you happy?
3. What activities fill you with energy?
4. What makes you stronger? Or What gives you strength?





Activity 9

Identifying Strengths and Areas for Improvement

Step Two: Write down your insights on the following questions:

1. Choose the area for which you have listed the most challenges:
 - a. Work
 - b. Family
 - c. Personal/love life
2. Look at the list of your strengths; which are your special tools for "fixing" problems?

Step Three: Group discussion about the key insights from Activity 9





Activity 10: Action Planning: Setting Goals for Enhancing Interpersonal Skills in Teaching/Training

- In the next 24 hours I will....
- In the next 7 days I will....
- In the next 30 days I will....





Summary and feedback



- **When preparing** to lead training sessions for diverse adult groups, considering variations in age, social status, education, professional background, and cultural diversity, trainers must adopt a nuanced and thoughtful approach.
- **Use Various** Teaching Methods: Employ a combination of teaching methods such as presentations, discussions, group work, multimedia, games, and simulations. Diverse methods will help engage participants with different learning styles and interests.
- **As a trainer**, mastering interpersonal skills, including active listening, effective communication, stress resistance, and adaptability, is vital for fostering engaging and supportive learning environments, effectively guiding learners, and building rapport with diverse audiences.





Summary and feedback



- **Q & A** session
- **Resources** and Tools for Continued Development:
 1. **Books:** Reading books on personal and professional growth, and communication can provide valuable insights and strategies. Some recommended titles include "Atomic Habits" by James Clear, "Dare to Lead" by Brené Brown, and "How to Develop Self-Confidence and Influence People by Public Speaking" by Dale Carnegie.
 2. **Podcasts:** Listening to podcasts on personal development, and communication topics can offer practical advice and inspiration. Popular podcasts include "The Tony Robbins Podcast," and "TED Talks Daily."





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