



Managers as Adjunct Trainers

A Few Success Factors

Using managers to lead training creates credibility for the training and builds a network of front-line champions for greater commitment. The challenges can be difficult to tackle (lack of manager time, skill and commitment and more). Managers with these success factors make the best adjunct trainers.

1 Experience running meetings that involve disseminating information and getting input from others.

- Problem-solving meetings
- Change of process or quality improvement meetings

2 Assertive speaking voice and body language.

- Clear voice and command of language
- Open posture
- Appropriate eye contact

3 Comfort with presentation methods and technology.

- Setting up and running activities
- Webinar platform (Skype, Webex®, etc.)
- Presentation software (PowerPoint, other)

4 Coverage in order to address his/her absence while training.

- Well-defined team structure and roles
- Delegate(s)

5 Expressed interest or enthusiasm for the topic at hand.

- Via volunteering to train
- Via formal agreement
- Because of content area expertise

6 Support of reliant stakeholders.

- Senior leaders and direct manager
- Internal customers and key partners