

Role of the Learning Adviser

Introduction

The Skillogy Model of Performance Skills™ has an outstanding track record in achieving substantial change and development at both an individual and organisational level, but the degree of success is dependent upon the following factors.

- Executive level support for the programme
- A supportive attitude by the various line managers who have responsibility for the participants
- Commitment on the part of the participants
- A comprehensive and effective induction into the requirements of the programme
- Continual support and encouragement for the participants
- Effective ongoing evaluation showing the progress being made and therefore motivating the participants to sustained commitment

The internal trainer is critical to the success of any Skillogy blended learning programme because he/she forms the essential link with the client organisation and is able to influence all of the factors listed.

The Role Requirements

The role requirements for internal trainers are as follows:

- Acting as a company advocate for the Model of Performance Skills™ programme at all levels within the organisation
- In discussion with the stakeholders in the client organisation, establishing the particular contextual requirements in which the programme is being deployed
- Having clarity about what the company expects to achieve through the programme
- Acting as a link person within the client organisation
- Having a thorough understanding of the learning model employed by the Model of Performance Skills™ programme and of the 4 – stage process
- Delivering an effective induction programme that provides the participants with the knowledge, understanding and commitment required for them to become effective learners
- Liaising with the learners, supporting them and solving problems
- Liaising with line managers and others who are affected by the programme
- Evaluating the effectiveness of the programme and identifying examples of individual and corporate development resulting from it.

Person Specification

Knowledge of client organisation

- Understands the organisational structure, policies and procedures
- Knows how the workforce is organised
- Understands the cultural norms and values of the organisation, and knows how things are done
- Knows who to contact to get things done
- Is used to handling tasks, projects and relationships that reach across different departments or functions
- Keeps in touch with what is happening in the organisation
- Understands the politics of the organisation and recognises where the power lies

Training skills & experience

- Satisfactorily completed a recognised trainer training course
- Awarded or working towards membership or associate membership of the Chartered Institute of Personnel and Development or similar.
- Employed in a predominantly training role for at least 12 months
- Able to demonstrate competency in a wide range of training environments
- Committed to continuous professional development
- Displays a natural ease when dealing with people
- Understands the concepts of mentoring and appreciates the need for learners to be supported

Credibility

- Is widely regarded as a competent performer
- Has a good reputation
- Sets a good example
- Co-operates with other managers/departments

Communication skills

- Expresses views and thoughts in a fluent and articulate manner
- Uses apt examples and metaphors to get the necessary message across
- Adapts his/her speech to the audience
- Asks insightful questions
- Checks frequently for understanding
- Promotes two-way communication
- Listens attentively and visibly

I T Skills

- Computer literate
- Familiar with Microsoft Windows environments
- Competent in accessing Internet resources
- Adequate grasp of keyboard skills

Problem Solving Tips

Skillogy has built up substantial experience of the Model of Performance Skills™ programme and has identified a number of key areas where the Learning Adviser would do well to pay particular attention.

1. Assessments

Some people have a tendency to underestimate their ability and others overestimate their ability. The internal trainer should use his/her knowledge of the participants to check on the assessments that are undertaken during the introduction workshop and advise accordingly.

2. Action Planning

Producing appropriate action plans is difficult for some people. The problem usually occurs where the learner has read through the tutorial without properly relating the theory to practise. Each tutorial includes questions designed to encourage participants to think about how what they have just read applies to their work. The internal trainer should take care to check on the validity of the early action plans that are produced and advise participants accordingly.

3. Perceptions regarding time commitment

Some participants worry about the amount of time they may be expected to commit to the Skillogy programme. Internal trainers will need to demonstrate to the participants, how the action planning process is often completed as a part of the normal work requirement and in fact saves time.

4. Reviewing

It is in the reviewing stage of the learning process that the participant may potentially see the pay-off for his/her work. The internal trainer will need to supervise closely each participant through the review process and should record the evidence of improvements that have taken place.

On some occasions the action plans may not have been implemented because of problems either with the team or the organisation. In these cases the internal trainer has a responsibility to bring this to the notice of those involved and resolve the problems identified. Failure to address these issues may lead to de-motivation on the part of the learner.

5. Mentoring

Internal trainers may be required to undertake the mentoring role as part of their duties, or alternatively others such as line managers may be appointed to mentor the participants. The mentoring role makes a vital contribution to the success of any Skillogy programme and a separate Skillogy mentoring course is recommended for those who have that responsibility.

Conclusion

Whilst the trainer works for and is accountable to the client organisation, he/she should recognise that successful programme participants will reflect credit upon him/her. Equally he/she will bear some responsibility when participants do not make the progress that the programme is designed to achieve.