



JPPF Customer service – Trainer self-reflection

Before and after any training session, a manager and trainer should take time to reflect on what they want to achieve and how they will measure success.

Being clear about what change they want to bring about and how it will be identified is the first step.

This will make selecting the right training tools and options easier.

Any training should be planned out and evaluated after delivery including learner reactions and trainer self-reflection.

To help improve any training, below is a list of questions that will serve as a guide for a trainer to self-reflect and consider how to adjust the way they train.

What were your training objectives?

What change did you want the training to achieve? How will that be measured?

How does the training option you have chosen, fit with the way your organisation operates?

How does the mode of delivery (individual, self-paced, workshops, video interviews, discussion groups, assignments) for each of the options work for your learners?

How will/did you cater for different learning styles?

How did the learners respond to the training? How will you measure that?

What changes have you measured or observed since training was delivered?

What changes did you make to the resources?

- Is the training pitched to the right level of staff competency and need?
- Is the language easy to understand?
- Are the resources and the training culturally appropriate?

What worked well and why? What didn't and how could that be improved?

What else did you notice?