

Training and Development
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Module - 11
Lecture - 52
Future Trends of Trainer's Skills and Competencies

Welcome to the course on Training and Development we are on module 11, where we are discussing on the future trends of training and development. In the lecture 2 of this session, we are going to discuss on the Future Trends of Trainers Skills and Competencies.

In the earlier lecture sessions on, like session 8 and 9 where we have discussed about the technologies that are required for training and development, where we have discussed on employee development. We have discussed how mentoring and coaching skills are becoming important, we have seen also how technology is becoming a very integral part of training delivery.

And instructions delivery, so how the awareness of the different technologies how the awareness of the different technologies that are present is becoming an important competency of the trainer. And because there are as we are telling like there are pros and cons of each of the new technology that you are going to assimilate in your training program.

So, you need to be not aware of that and you need to know how to like develop mastery over them and you need to know how to have a control over the situation. So, that you can take care of the deviances that may come up as a like as a very like extended part of the use of this technology.

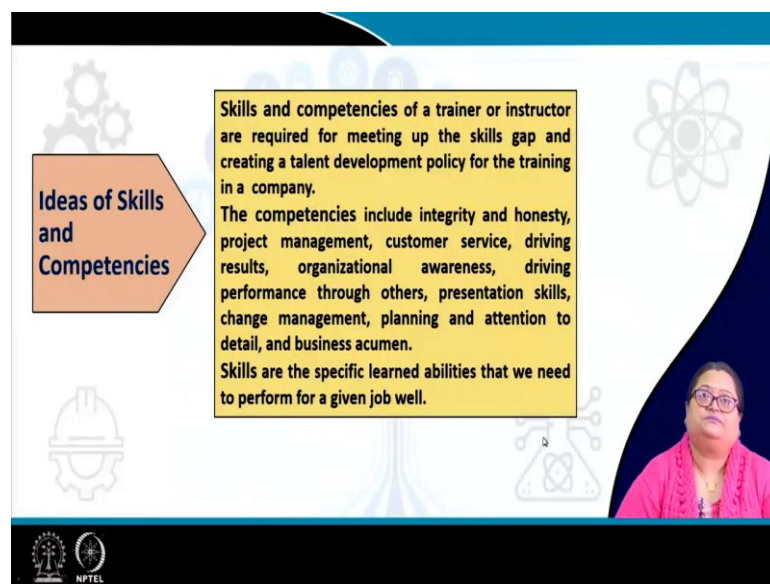
So, as a trainer you need to understand all of these things. In this session we are going to focus on how the competencies of the trainer, who is going to deliver the training program are like changing from what it was there into as a part of traditional training and development and whenever we are talking of the future trends in training and development. So, let us begin today's discussion.

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So, in this part of the lecture session, we will be covering on the future trends of trainer skills and competencies.

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Skills and competencies of a trainer or instructor are required for meeting up the skill gap and creating a talent development policy for the training in a company. The competencies include which are integrity and honesty, project management, customer service, driving results, organizational awareness, driving performance through others, presentation skills, change management, planning and attention to details and business acumen. Skills are specific learned abilities that we need to perform for a given job well.

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Trainers and Their Jobs

Trainers can typically hold many jobs such as-

- Instructional designer,
- Technical trainer,
- Needs analyst,

Trainers have specific roles and functions such as-

- Organizational change agent,
- Career counsellors,
- Class room trainer,
- Business partners,
- Learning strategist
- Project manager

Special knowledge, skills, or behaviours also, called the competencies are needed to perform each role successfully.

The slide features a yellow text box with a list of roles and functions. To the left is a blue arrow-shaped box with the title 'Trainers and Their Jobs'. The background includes icons of gears and a hard hat. A small inset image shows a person presenting to an audience. The NPTEL logo is visible in the bottom left corner.

Who are trainers and what are their job? Trainers can typically hold many jobs such as instructional designer, technical trainer and needs analyst. Trainers have specific roles and functions such as organizational change agent, career counselors, classroom trainer, business partners, learning strategists and project managers. Special knowledge skills and behaviours also called the competencies are needed to perform each role successfully.

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Training and Development Roles

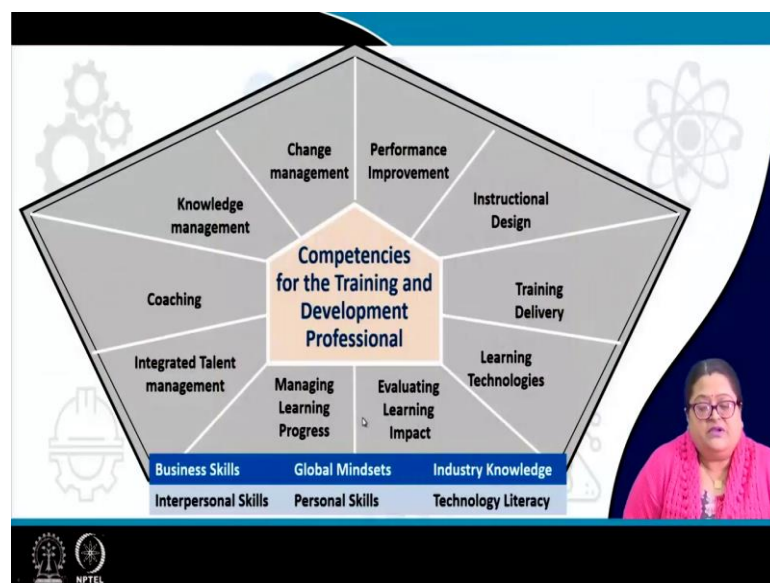
- **Learning Strategist:** Determines how workplace learning can be best used to help meet the companies business strategy.
- **Business Partner:** Uses business and industry knowledge to create training that improves performance.
- **Project Manager:** Plans, obtains, and monitors the delivery of learning and performance solutions to support the business.
- **Professional Specialist:** Designs, develops, delivers and evaluates learning and performance solutions.

The slide features a yellow text box with detailed descriptions of four roles. To the left is a blue arrow-shaped box with the title 'Training and Development Roles'. The background includes icons of gears and a hard hat. A small inset image shows a person presenting to an audience. The NPTEL logo is visible in the bottom left corner.

Now, we will discuss some of these roles that are the jobs that the trainer may take up in details. Learning strategists, determines how workplace learning can be best used to help to meet the company's business strategy. Business partner, uses business and industry knowledge to create training that improves performance.

Project manager, plans obtains and monitors the delivery of learning and performance solution to support the business. Professional specialist, they design develop delivers and evaluates learning and performance solutions.

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Now, here we are going to see the competencies for the training and development professionals. So, what we see like there are different skills that the trainers need to develop like business skills global mindset and industry knowledge. These are very important sets of skills that needs to be there along with interpersonal skills, personal skills and technology literacy.

So, with this basic what we find over there like what are the competencies they need to understand of course, are like we can managing the learning, progress, integrated talent management, coaching, knowledge management, change management, performance management, instructional design, training delivery, learning technologies and of course, evaluating the learning impact.

So, these are the different competencies that are required. We are now seeing like if you are looking from the strategic training perspective. It is not only enough now for the trainers to know about their subject matter in details like the how for the course content delivery, but what will be the course content and what how to deliver that training for that I need to understand the industry, I need to understand the business need.

So, and these are primary knowledge that we must be having. So, that we can match the training that we are delivering and map the course content with the training need of the organization, training needs of the employees. So, this is very important to have an overall business sense along with interpersonal skills, personal skills, technology literacy and like the global mindset. So, that we can assimilate we can deliver to the needs of the individuals we can make learning more learner centering.

We are in coaching and like mentoring we can and understand where they need a hand holding support. So, we need to have as the trainers multi dimensional competencies are required.

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The diagram on prepage points out that foundational competencies of training professional include -

- Interpersonal skills
- Business skills
- Personal skills
- Global mindset
- Industry knowledge
- Technology literacy

These are important irrespective of a trainer's area of expertise or role but are used to a different extent in each role or specialization.

Foundational Competencies of Training Professional

The slide features a central yellow box with a list of competencies. To the left, a blue arrow points to the title. To the right, an illustration shows a trainer at a whiteboard. In the bottom right corner, a video inset shows a woman in a pink top speaking. The background includes gear icons and a blue gradient. The NPTEL logo is in the bottom left corner.

So, we will look into the foundational competencies of the training professionals. So, these are of course, as we told like the interpersonal skills, business skills, global mindset, industry knowledge and technology literacy. These are important skill sets foundational competency, irrespective of in which area that you have developed you are functioning as a trainer.

So, these are important irrespective of a trainer's area of expertise or role, but it is these are foundational competencies and they are used to a different extent in each of the role or specialization.

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The slide features a central yellow box with a black border containing the following text:

Varieties of Skills Required for Training Professionals

Jobs posted in Association for Talent Development (America) website refers skills required for training professionals are:

- Proficient using adobe tools: e-learning Suite and Master Collection, Adobe Catalyst, Captivate, Photoshop, Illustrator, Macromedia flash, Premier Pro and Open Source Tools.
- Develop e-learning programs that are SCORM/AICC/Section 508 Compliant

The slide also includes a small inset image of a person presenting to an audience, a gear icon, a hard hat icon, and the NPTEL logo at the bottom left. A woman's video feed is visible in the bottom right corner.

The varieties of skills required for training professionals what we see. Like in the jobs posted in the association for talent development America website, refers skills required for the training professionals are; proficient use of adobe tools eLearning suite and master collection, adobe catalyst, captivate, photoshop, illustrator, macromedia flash, premiere pro and open source tools. Then develop e-learning programs that are SCORM AICC section 508 compliant.

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Varieties of Skills Required for Training Professionals

- Experience developing Microsoft SharePoint sites and administration,
- Proficient working with most LMSs and LCMSSs,
- Advanced working knowledge using Microsoft Word and PowerPoint, Publisher, Excel and Outlook.

The slide features a blue header, a white background with gear icons, and a video inset in the bottom right corner showing a woman in a pink top. The NPTEL logo is visible in the bottom left corner.

Experience developing Microsoft SharePoint sites and administration. Proficient working with more LMSS and LCMSS. Advanced working knowledge using Microsoft Word and PowerPoint publisher, excel and outlook.

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Skills Required for Future Trainers

- Matching training content and methods to the local culture of the workforce.
- Designing learning space, as well as content in technology-driven learning environments.
- Use of multimedia tools, including audio, video, webcasts and live action.
- Delivering and packaging training in different formats for beginners and experts.
- Use of assessments to determine trainees' learning styles.

The slide features a blue header, a white background with gear icons, and a video inset in the bottom right corner showing a woman in a pink top. The NPTEL logo is visible in the bottom left corner.

Now what are the future skill sets or the skill sets required for future trainers are, matching training content and methods to the local culture of the workforce. So, that if like functioning in a global way, designing learning space as well as content in technology driven learning environment, use of multimedia tools including audio, video webcasts and live actions, delivering and packaging training in different formats for beginners and experts, use of assessment to determine trainees learning styles.

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The slide features a blue header and footer. The main content area is white with a blue border. On the left, an orange arrow points to the right, containing the text 'Skills Required for Future Trainers'. To the right of the arrow is a yellow box with two bullet points. The first bullet point reads: 'Developing search-and-identify techniques so employees can find information and training when they need it.' The second bullet point reads: 'Be a change agent for facilitating learning and staying with employees, managers and business units to identify what they need and making suggestions regarding tools, process or procedures that can help work effectively.' To the right of the yellow box is a small inset video showing three people in a meeting. The background of the slide is decorated with various icons: gears, a lightbulb, a smartphone, a network diagram, a hard hat, and a chemical structure. In the bottom right corner, there is a small video window showing a woman with glasses and a pink top. The NPTEL logo is visible in the bottom left corner.

Skills Required for Future Trainers

- Developing search-and-identify techniques so employees can find information and training when they need it.
- Be a change agent for facilitating learning and staying with employees, managers and business units to identify what they need and making suggestions regarding tools, process or procedures that can help work effectively.

Developing search and identify techniques, so employees can find information and training when they need it. It is very important for the trainer to function as a change agent for facilitating learning and staying with the employees' managers and business units, to identify what they need and making suggestions regarding tools processes or procedures.

That can help the work effectively. So, it's very important skill for the trainers to develop individualized training program and to introduce the acts like a catalyst for change you act like a facilitator for change. So, that the organize and be there with the employees throughout the process of change and development.

So, that they get to get a like support whenever they are in need, wherever they are experiencing certain crisis the, if the trainer counsels them helps them to like face that crisis and also find solution to it and emerge out more like stronger out of that situation.

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Skills Required for Future Trainers

- Developing and delivering learning that is integrated with the job.
- Understand how social media can be used for learning, its limitations and ability to make business case for it.
- Identify the root cause of job and business problems

The slide features a central yellow box with a list of skills. To the left is a blue arrow pointing right with the text 'Skills Required for Future Trainers'. To the right is a video inset showing a woman presenting to an audience. The background is white with blue gear and atom icons. The NPTEL logo is at the bottom left.

Developing and delivering learning that is integrated with the job it the functions on the skills required for trainers is to understand, how social media can be used for learning. Its limitations and ability to make business case for it, identify the root cause of job and business problems.

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Skills Required for Future Trainers

Skills required for learning and adapting suggested by Australian Industry and Skills Committee are:

- Perseverance
- Resilience
- Sociability
- Curiosity
- Responsiveness
- Experimentation
- Adaptability
- Self-confidence
- Initiative

The slide features a central yellow box with a list of skills. To the left is a blue arrow pointing right with the text 'Skills Required for Future Trainers'. To the right is a video inset showing a man pointing at a whiteboard. The background is white with blue gear and atom icons. The NPTEL logo is at the bottom left.

The skills that are required for learning and adapting suggested by Australian industry and skills committee are, perseverance, resilience, sociability, curiosity, responsiveness, experimentation, adaptability, self-confidence, initiative. All these are very important behavioral qualities that are required for the trainer.

Because, these are also important qualities in the learners. So, the trainer has to be a learner also because for the trainer you have to constantly learn yourself and you have to keep yourself updated, you have to know how to behave in interpersonal situations. Because you will get learned learners with different levels of maturity, different types personalities coming up. So, and they will be having a different demand on you at a particular point of time.

So, perseverance, resilience, curiosity, responsiveness, experimenting with your course content. So, that it suits the needs of the people better self-confidence like that you could do it like, yes you would be able to deliver to the needs of the employees and to the organization taking out certain initiatives for change. So, these are important qualities which are for learning and adapting which are also very important qualities for future trainers.

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The slide features a central yellow box with a list of skills. To the left, an orange arrow points from the text 'Skills Required for Future Trainers' to the list. To the right, there is a small illustration of four people celebrating. The background is light blue with faint icons of gears, a smartphone, and a person. At the bottom left, there are logos for NPTEL and a university emblem. At the bottom right, there is a small video inset showing a woman in a pink top.

Skills Required for Future Trainers

Skills required for entrepreneurship suggested by Australian Industry and Skills Committee are :

- Negotiation
- Financial literacy
- Communication
- Self-confidence
- Customer engagement
- Initiative

So, skills required for future trainers. Here we will be discussing on some of the skills which are required for entrepreneurs. And as given by the Australian industry and skills committee. Why we are discussing over here the skills required for entrepreneurship, why a trainer needs to have those skills.

Because you may be establishing a particular organization who is there in the business of giving training and that giving training and you need to understand and if you have to establish a company for giving training.

You need to have entrepreneurship skills, because you will be understanding the business need of your customers, you have to understand like yeah, your financial terms, how to enter into contract and other things. So, keeping in mind of those people who may want to, establish or to form a training delivery company of their own.

So, we have incorporated here also in the skills required for future trainers some of the entrepreneurship skills are suggested by the Australian industry and skills committee which a negotiation, financial literacy, knowing about communication self-confidence in you. Like yes you can deliver to the needs of the organization and to your customers and to the employees.

The customer engagement how to keep your customers engaged the initiative you need to be proactive enough to establish your contacts, find out what you can deliver establish your importance in the industry.

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The slide features a central yellow box with a list of skills. To the left, an orange arrow points from the text 'Skills Required for Future Trainers' towards the list. The background is white with faint icons of gears, a person at a computer, and a molecular structure. In the bottom right corner, there is a small video inset of a woman with glasses and a pink top. The NPTEL logo is visible in the bottom left corner.

Skills Required for Future Trainers

Skills required for entrepreneurship, are ((continued):

- Persuasion
- Critical thinking
- Creative thinking
- Problem solving
- Self-management
- Self-marketing
- Experimentation

The skills also required are of course, persuasion and critical thinking creative thinking these will help in your training content development as we have seen like the training content development is one of the very important areas of the future training and development.

So, critical thinking creative thinking problem solving. These are going to help you in your daily training content deliverables, then development, then instructional methods and all these things; how to make it more innovative in nature.

And then self management then how you are going to like run your own organization who are your employees, what are your vision missions. So, these are important how you are like focusing on your own growth and development and then how you are of course, marketing yourself and how whether you need to do love to do experimentations or not.

Regarding the programs that you deliver, regarding the methods that you take. So, the regarding the instructional ways that you follow, regarding the role plays that you do, regarding the gamifications that you have like incorporated in a part of your training program. So, all these are very important aspects of for you to establish yourself as a trainer in the industry. And also get your like contracts for like giving training to the corporates who and their employees.

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Professional Values Required for Future Indian Trainers

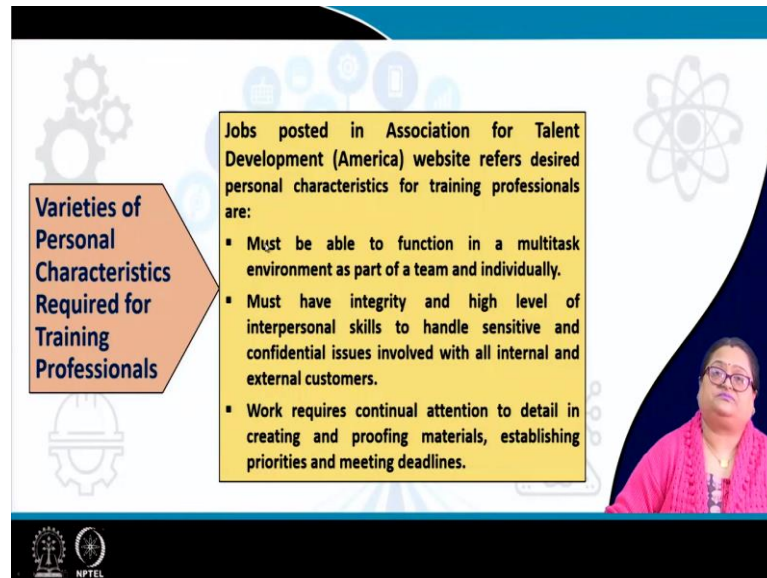
The British Council Partners for change in their research on trainers effectiveness in Indian Skills ecosystem has highlighted the trainers value as-

- Inspire, motivate and raise aspirations of learners through enthusiasm and knowledge;
- Be creative and innovative in selecting and adapting strategies to help all students learn;
- Build positive and collaborative relationships with colleagues and students.

Now, we will now focus on the Indian scenario and we will try to discuss on the professional values which are required for future Indian trainers. The British council partners for changing the research and trainers' effectiveness in Indian skills ecosystem has highlighted the trainers value as, inspire motivate and raise aspirations of the learners, through enthusiasm and knowledge. Be creative and innovative in selecting and

adapting strategies to help all students learn build positive and collaborative relationship with colleagues and students.

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The slide features a blue header and footer. The main content area is white with a blue border. On the left, a blue arrow-shaped box contains the title. On the right, a yellow box contains a list of characteristics. A small inset photo of a woman is in the bottom right corner. The background has faint icons of gears, a lightbulb, and a network diagram. The NPTEL logo is in the bottom left corner.

Varieties of Personal Characteristics Required for Training Professionals

Jobs posted in Association for Talent Development (America) website refers desired personal characteristics for training professionals are:

- Must be able to function in a multitask environment as part of a team and individually.
- Must have integrity and high level of interpersonal skills to handle sensitive and confidential issues involved with all internal and external customers.
- Work requires continual attention to detail in creating and proofing materials, establishing priorities and meeting deadlines.

Now, various varieties of personal characteristics which are required for training professionals, these also we need to understand. Because if the trainer has to be equally equipped first himself or herself and then has to be a balanced personality, has to have a positive orientation towards life. So, has a positive value system and has to develop oneself as a holistic person, then only the trainer is well equipped to like take up the role of a mentor or a coach to a set of employees.

So, the job posted in association for talent development America website refers, desired personal characteristics for training professionals which are like must be able to function in a multi-task environment as a part of a team and individually.

Must have integrity and high level of interpersonal skills, to handle sensitive and confidential issues involving with all internal and external customers. The work requires continuous attention to details in creating and proofing materials establishing priorities and meeting deadlines.

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Attributes of Trainers' Effectiveness

Key attributes of trainer's' effectiveness that remain outside of trainers control are :

- Leadership and management of training
- Collaboration (employer and industry)

Key attributes of trainer's' effectiveness that remain within trainers control are :

- Personal qualities.
- Skills
- Teaching learning assessment

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Now we will be discussing on the key attributes of trainer's effectiveness. So, there are key attributes of trainer's effectiveness which sometimes remain outside of the trainer's controller, like the leadership and management of training where the people will be thinking of going for the training program or not what is the collaboration between them with the industry and the employer.

So, these are like outside the trainer's domain if it is not for the entrepreneurial firm which is like a training firm. So, what remains within the scope of the trainer's effectiveness which is with the trainer's control are the personal qualities skills and teaching learning assessment.

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Continuous Professional Development for Trainers'

The British Council Partners for change in their research on trainers effectiveness in Indian Skills ecosystem has highlighted the following measures:

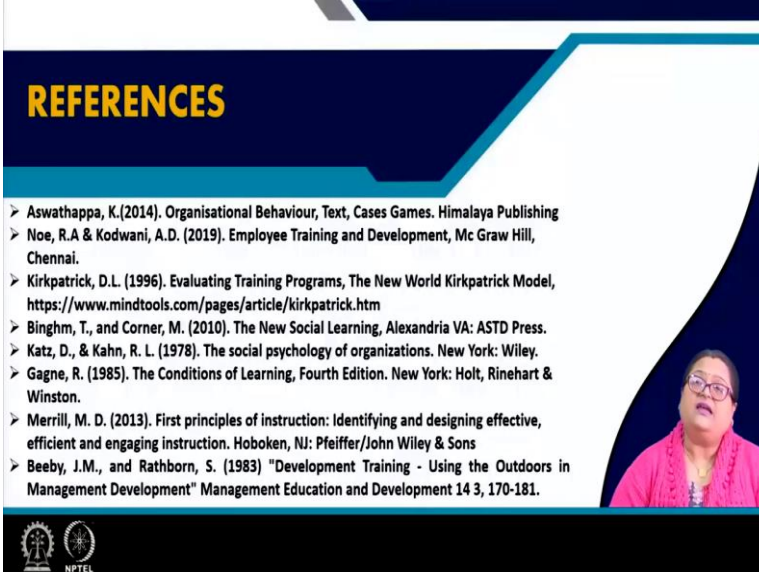
- Explain the importance of continuous professional development for trainers;
- Develop year-on-year personal and professional goals and objectives;
- Evaluate one's own capacity to meet these goals and objectives;
- Identify techniques for continuous professional development;
- Develop a professional development plan to enhance professional capabilities

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Just as for the trainees there is a requirement of continuous professional development. So, for the trainers also as we have discussed they always need to keep on learning. So, the continuous professional development of trainers are also very important. The British council partners for change in their research and trainers' effectiveness in Indian scale ecosystem, has highlighted the following measures; especially for Indian ecosystem.

Explain the importance of continuous professional development for trainers, develop you're on your personal and professional goals and objectives, evaluate one's own capacity to meet these goals and objectives, identify techniques for continuous professional development, develop a professional development plan to enhance professional capabilities. So, this calendar these series of activities needs to be there constantly like done. So, that there is a continuous professional development of the trainers also.

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If I am not well equipped if I am not complete from within, how do I deliver and how do I extend my support to people to give them a sense of completeness. So, for that reason the training of the trainers are also very important and they need to continuously develop themselves. So, these are the some of the references that you have used for preparing these slides.

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CONCLUSION

This part of lecture session has given clear picture on the trends of trainers' skills and competencies with an aim to make aware all learners about it and enhance their level of thinking and perception on all these aspects of trainers' skills and competencies.



We hope this discussion has made us aware of what are the trainers' skills and competencies, what they need to develop and what are the future expected skills and competencies of the trainers. With this we conclude the session we meet up meet with you next in the next lecture session, with some of more some of the more future trends and expectations in training and development.

Thank you.