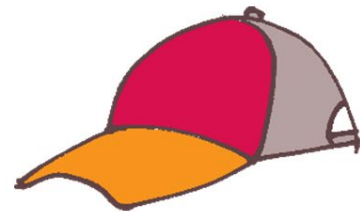
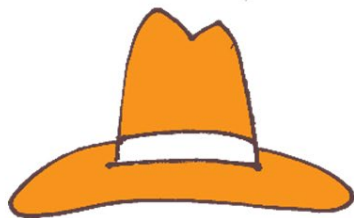
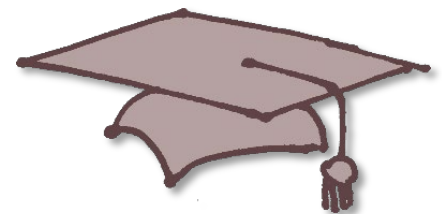


Understanding the three Connect 5 trainer hats



Expert hat.

The educator is a subject matter and delivery expert. This is more like 'sage on the stage' where the expert/teacher usually delivers the content to the audience and is more focused on his content than that of the participants.



We use this educator mode sparingly in Connect 5, mainly because it is not a very effective way to train and educate adults. According to most studies, the average adult has a maximum attention span of about 20 minutes. While individuals can choose to re-focus their attention on the same activity repeatedly, it's normal for lapses in attention to occur.

Connect 5 teaches many important concepts (5 Ways to Wellbeing, 5 Areas mapping, and all the Module 3 tools). It does this in short hyper focused bursts of learning, followed by learning activities that support and encourage the learner to connect with the concept and connect with what it means to them, e.g., discussion, small group activity, practice pairs.

To be a good expert teacher you need to:

- Know the subject matter well to explain it straightforward way
- Use your trainer voice, gesture, facial expressions, and nonverbal communication skills to keep the learner's attention

Facilitation hat.

The educator facilitates discussion to engage learners in creating, discovering, and applying learning insights. They guide and assist learners in learning for themselves – picking apart ideas, forming their own thoughts about them, and owning material through self-exploration and dialogue.



What is Facilitation?

- The art of bringing adults together with the learning, by helping adults learn through self-discovery
- Facilitation is about empowering others
- It involves letting go of control over the outcome of a process and giving that responsibility to the group

'Facilitation is the art, NOT of putting ideas into people's heads, but of drawing ideas out.' ANON

Facilitative teachers are:

- ✓ Less protective of their constructs and beliefs than other teachers,
- ✓ More able to listen to learners, especially to their feelings,
- ✓ Inclined to pay as much attention to their relationship with learners as to the content of the course,
- ✓ Apt to accept feedback, both positive and negative and to use it as constructive insight into themselves and their behaviour.

Learners:

- ✓ Are encouraged to take responsibility for their own learning,
- ✓ Provide much of the input for the learning which occurs through their insights and experiences,
- ✓ Are encouraged to consider that the most valuable evaluation is self-evaluation and that learning needs to focus on factors that contribute to solving significant problems or achieving significant results.

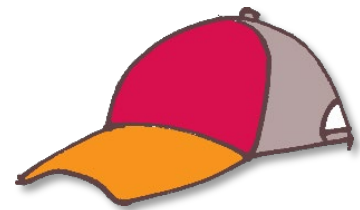
Facilitators can come from any circumstantial background and experience levels. The finest facilitator should possess following qualities:

- Listening—a facilitator must pay attention actively and listen to what every team member is saying.

- Questioning—a facilitator should be experienced in asking questions. Good questions are open-ended and inspire discussion.
- Using a participatory style—a facilitator should be able to boost all team members to enthusiastically involve and contribute to the discussion.
- Accommodating others—a facilitator maintains an open mind and does not disapprove the concepts and recommendations of group members.
- Empathetic—a facilitator should have the ability to “walk a mile in another’s shoes” to cognize the team members’ state of mind.
- Leading—a facilitator essential be able to hold onto participants dedicated and the discussion on the mark.

Coach hat.

The overall goal of coaching is to increase the learner’s ability to take ownership of their learning and empower them to plan to make the identified practice change



What is coaching?

Coaching is simply a two-way dialogue where the intention is to genuinely involve the other person (the ‘coachee’) in finding solutions through a process of effective questioning and listening with an open mind.

The questions asked (mainly open) are designed to raise awareness within the coachee as to their goals, the current situation, and options to move forward whilst also asking them to take personal responsibility and action steps for themselves. The questions, most importantly, encourage coachees to think for themselves rather than always waiting for the answer from above.

The coaching/learning process includes giving effective feedback.

Coaching is used in Connect 5 because it:

- Raises self-awareness, deepens self-reflection, and delivers the most effective progress and results
- Encourages learners to take risks in trying new things, to admit and learn from mistakes
- Uncovers people’s talents and encourage them to find their own answers to problems
- Shares the responsibility for learning and creates more independence