

BUILDING TRAINING COMPETENCY



THEY KNOW THE JOB. GIVE THEM THE SKILLS TO TEACH IT.

★ Practical development for the people responsible for passing workplace knowledge and skills on to others. ★

Your experienced people know how to do
the job.

But knowing how to do something and
knowing how to teach someone else to do it
are two different skills.

Workplace trainers, supervisors and
experienced employees are often expected
to show others the ropes without ever being
taught how adults learn, how to structure
training, how to give clear instructions or
how to check that learning has actually
happened.

★ Building Training ★ Competency gives your people practical tools and techniques to train others with greater confidence and consistency.

Learn → Apply → Build

LEARN



Understand how adults learn and develop
practical techniques for effective workplace
training.

APPLY



Use planning, communication and training
techniques with people in your own
workplace.

BUILD



Develop the confidence and capability to
train others effectively and help
workplace knowledge stick.

The aim isn't simply to teach people how to
deliver training. It's to help them build the
capability of the people around them.

Learning that sticks. Capability that grows.

“I am using this a lot while training new staff into
my department. It helps me deliver the message in
a proper and respectful way to my trainees.”
Foodstuffs Learner



REAL WORKPLACE APPLICATION

What could your workplace trainers develop?

Good workplace training isn't about standing in front of a room. It's about helping someone understand, practise and become confident doing the job.

We can build the learning around your workplace, your people and the skills your trainers need to pass on.

✓ Practical learning

Participants learn techniques they can use immediately when training others.

✓ Small Groups

Interactive sessions create opportunities to practise, discuss challenges and learn from others.

✓ Experienced Tutors

Learn with tutors who understand workplace learning and how to build confidence in people with different levels of experience.

✓ Tailored to your workplace

Your processes, SOPs, training materials and real workplace situations can be incorporated into the learning.

What could your people develop?



Understanding how people learn

Understand adult learning, recognise potential barriers and learn how to create an environment that helps people participate and learn.



Plan effective training

Set clear learning outcomes, structure training logically and plan the time, activities and resources needed.



Give clear instructions

Explain and demonstrate tasks clearly, use appropriate language and check understanding rather than assuming it.



Engage and motivate

Build rapport, encourage participation and adapt your approach for people with different levels of experience, confidence and capability.



Develop resources

Create or adapt practical resources that support learning and make workplace training easier to deliver consistently.



Check learning

Use questions, observation and practical activities to check understanding, give useful feedback and identify where further support is needed.

✓ The difference you can see

More confident trainers • Clearer instructions • More consistent training • Better learner engagement • Stronger workplace knowledge transfer • Greater confidence in new employees • Less reliance on managers to train everyone

"I can see development in all of them. I can see the way they support each other in a positive way... putting together a training manual... I am very proud to be working alongside our people."

Rubbish Direct Management

