Session Objectives

For you to be able to:-

• List the characteristics of exceptional trainers.

• Understand and use emotional intelligence.

• Create an action plan to improve as a trainer/ facilitator.
Today’s topics

Exceptional trainers
Emotional intelligence
Actions to become an exceptional trainer

How you’ll benefit

• Awareness of what it takes to be an exceptional trainer and what you bring to each session – your special sauce.
• Excellent evaluations.
• Enhanced personal brand.
• More business and training opportunities.
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Exceptional Trainers

X-Factor Defined

A noteworthy special talent or quality. A variable in a given situation that could have the most significant impact on the outcome.

Quality you cannot describe that makes someone very special.

Oxford Languages

Cambridge Dictionary
Exceptional Trainers

Confident/ Secure
Creative
Personal connection: see me
Nice/ Kind/ Affirming
Positive
Curious/ Always learning
Humble
Strategic/ Big-picture thinking
Goal oriented/ Effective

Exceptional Trainers - Contd

- Enthusiastic/ High energy
- Happy/ Joyful
- Commitment
- Passion
- Excellent/ Highest quality/
- Constant improvement
- Engaged (Present/ Attentive)
- Authentic/ Real
- Emotionally intelligent
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Emotional Intelligence

Emotional Intelligence

“The ability to identify and manage your own emotions and the emotions of others.”

Psychology today
Characteristics of emotionally intelligent people

- **Manage** own emotions (Positive and negative)
- **Understand** the emotions of others (Positive and negative)
- Effective at **regulating** themselves to achieve goals
- Effective at **influencing** positive emotions in others

Areas of emotional intelligence

- **Self-awareness**: Knowing yourself. Aware of emotions and motivations.
- **Self-regulation**: Effectively managing emotions, impulses, actions.
- **Motivation**: Persisting in the face of obstacles and setbacks. Eye on goal.
- **Empathy**: Sensing how others feel and responding appropriately.
- **Social skills**: Relating well with others. Honour and courtesy.
Importance of emotional intelligence in training

Flexibility in the trainer – adaptability due to self and other awareness.

Better teamwork: **Task** and **Relationships**

Deeper connection with learners due to high empathy.

Create positive emotions in learners

Highly motivated learners – higher adaptation in the workplace leading to high impact: Positive results: Learner and organization.

Enhanced trainer reputation

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Applying emotional intelligence in training

- **Noticing emotions**
- **Understanding emotions**
- **Managing emotions**
- **Using emotions**

**Emotional Intelligence**

**Discussion**

How would you apply the 4 areas in training?
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Actions to become an exceptional trainer

Action planning

- Review webinar notes
- Do assessments and SWOT
- Identify gaps and priorities
- Map out tangible actions – not more than 5
- Take action
- Review
- Learn
- Grow – GLC!
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Session Conclusion

Resources

- **StandOut leadership assessment and report:** marcusbuckingham.com
- **Emotional Intelligence Assessment:** https://www.mindtools.com/pages/article/ei-quiz.htm
- **Emotional Intelligence Assessment (More detailed):** https://www.psychologytoday.com/us/tests/personality/emotional-intelligence-test
Actions

- Review notes and handouts
- Do the assessments
- Create and follow-through on your action plan to grow as a trainer

Presenter’s contacts

Caroline Nyamwaya Mwazi
Chief Change Catalyst
Huru Consult Limited

E-mail: cmwazi@huruconsult.com
Alternative e-mail: cmwazi@gmail.com
Phone: +254-722-792038/ +254-736-293880
LinkedIn Profile: Caroline Nyamwaya Mwazi
Success is the sum of small efforts – repeated day in and day out.”
Robert Collier, US Motivational Author