

GLC Webinar



The X-Factor in Training

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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.



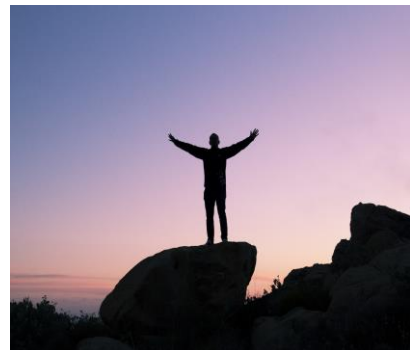
Today's topics

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.

Oxford Languages

Quality you cannot describe that makes someone very special.

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

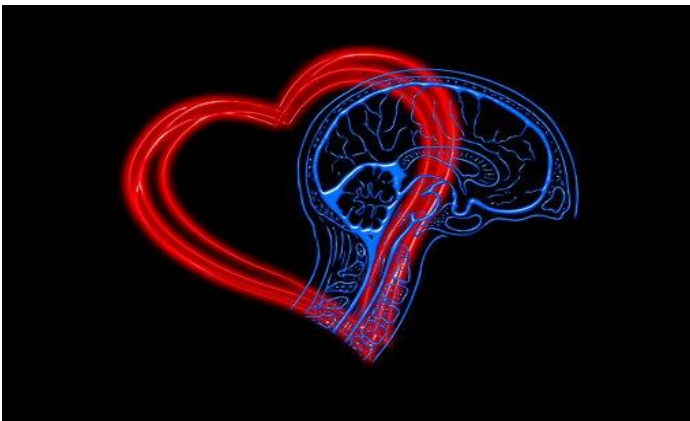


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Emotional Intelligence

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**

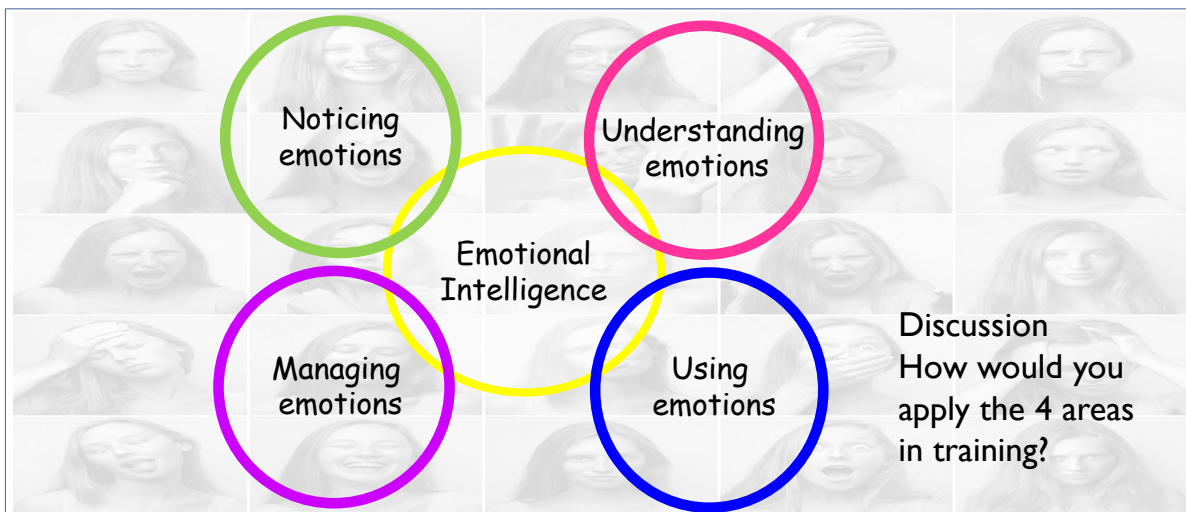
Deeper connection with learners due to high empathy.

Create positive emotions in learners

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

Enhanced trainer reputation

Applying emotional intelligence 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:**
marcus buckingham.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



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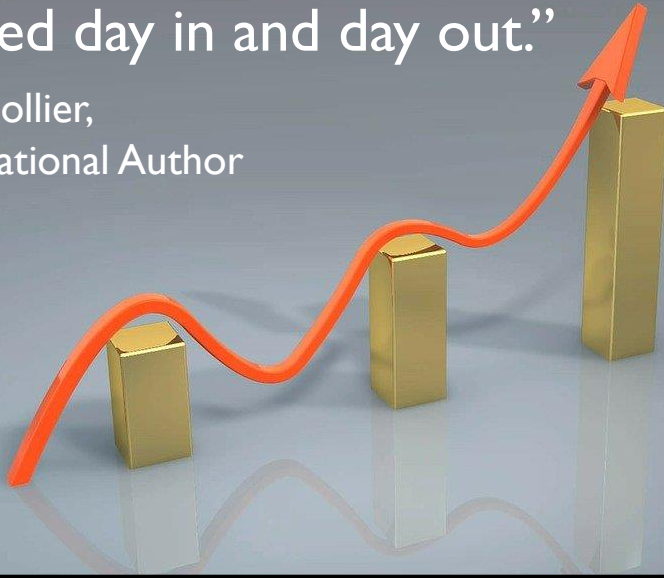
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Success is the sum of small efforts –
repeated day in and day out.”

Robert Collier,
US Motivational Author



thank
you

