# Communication Tips – Train the Trainer



There are many different kinds of supervisor/trainer communication skills when delivering staff training and facilitating learning in others.

**LISTENING**

Knowing how to listen to the people, their opinions, thoughts, their needs and knowing when it's time to interject to either ask a question to enable awareness, or, to assist them to question something in a way they might not have before.

An effective communicator knows when to stop talking and listen to the other person during a conversation.

The last thing you want is to be constantly interrupting someone or talking over them when they're trying to speak.

This can become incredibly irritating and often makes people believe what they're saying is unimportant or irrelevant. A great communicator knows when to stop and let the other person speak.

The only way you will be able to be aware of this is by listening to what they have to say. If you feel you may have been talking for too long, ask them a direct question.

This shows you're paying attention to what they have to say as you're shifting the focus back on them, rather than risking rambling on with no direction.

**METHODS OF ACTIVE LISTENING**

Listen attentively to clients explain their goals, struggles and motivations.

Motivational interviewing is one way you can actively listen to clients, and to check that you've understood them correctly using the three styles of communication: directing, following and guiding.

These methods of communication are important to build rapport, establish the drivers that are directing your client's behavior and can help you get to the root cause of behaviors quickly and directly.

Mirroring involves repeating the client's statement back to them. Usually this would be the last one to three words, inflected as a question, to prompt them to divulge more details to you. This can be useful when talking about goal setting or problems.

## ACTIVE LISTENING REFRAIN

- Aim to hear and understand the complete message being communicated to you, not just the words someone is saying.
- Improve personal trainer communication skills by paying attention to clients very carefully. Active listening is understanding what is being communicated.
- Total concentration is required when clients explain their goals and ambitions to you.
- When clients are talking to you, they want to know you are actually listening to what they’re saying. This can be as simple as nodding your head or asking questions about something they’ve just said.

## TAKEAWAY

The secret of success of being an effective communicator is not complicated. But it takes energy grounded in a strong work ethic capsulized in the oft – used phrase “Practice, practice, practice”!! But there is a caveat.

Sound active listening communication skills are achievable and passed onto others only if these skills are disciplined, authentic and transparent to people.