



THE
EXCEPTIONAL
TRAINER
9•1•1

Lesson Five

Exceptional Trainer

**‘Adult Learning ‘Versus
‘K-12 Learning’**



You be
new

Lesson Five Learning Points

1. Old and New Thought
2. Dependent trainee
3. Safe learning
4. Their experience
5. Flexibility
6. Need to know
7. Goal setting
8. Discovery
9. Doing too much
10. Motivation





Pedagogical
Androgogical

Old School or New School

*The Modern Practice of Adult
Education: From Pedagogy to
Andragogy.*

In his book, Knowles defined
andragogy as "the art and science of
helping adults learn, in contrast to
pedagogy as the art and science of
teaching children"

Let's explore what that means in the
comm center setting.





Am I old or
new?

Old thought – **New thought**

the trainee is dependent upon the trainer for all learning.

the trainer assumes full responsibility for what is taught/how learned.
the trainer evaluates learning.

the trainee is self-directed.

the trainee is responsible for his/her own learning.


self-evaluation is used
trainee is involved in process.





"A live orchestra, costumes, scenery, fireworks, jugglers, elephants, the Rockettes? Can't you just use Power Point like everyone else?"





It's all my
fault

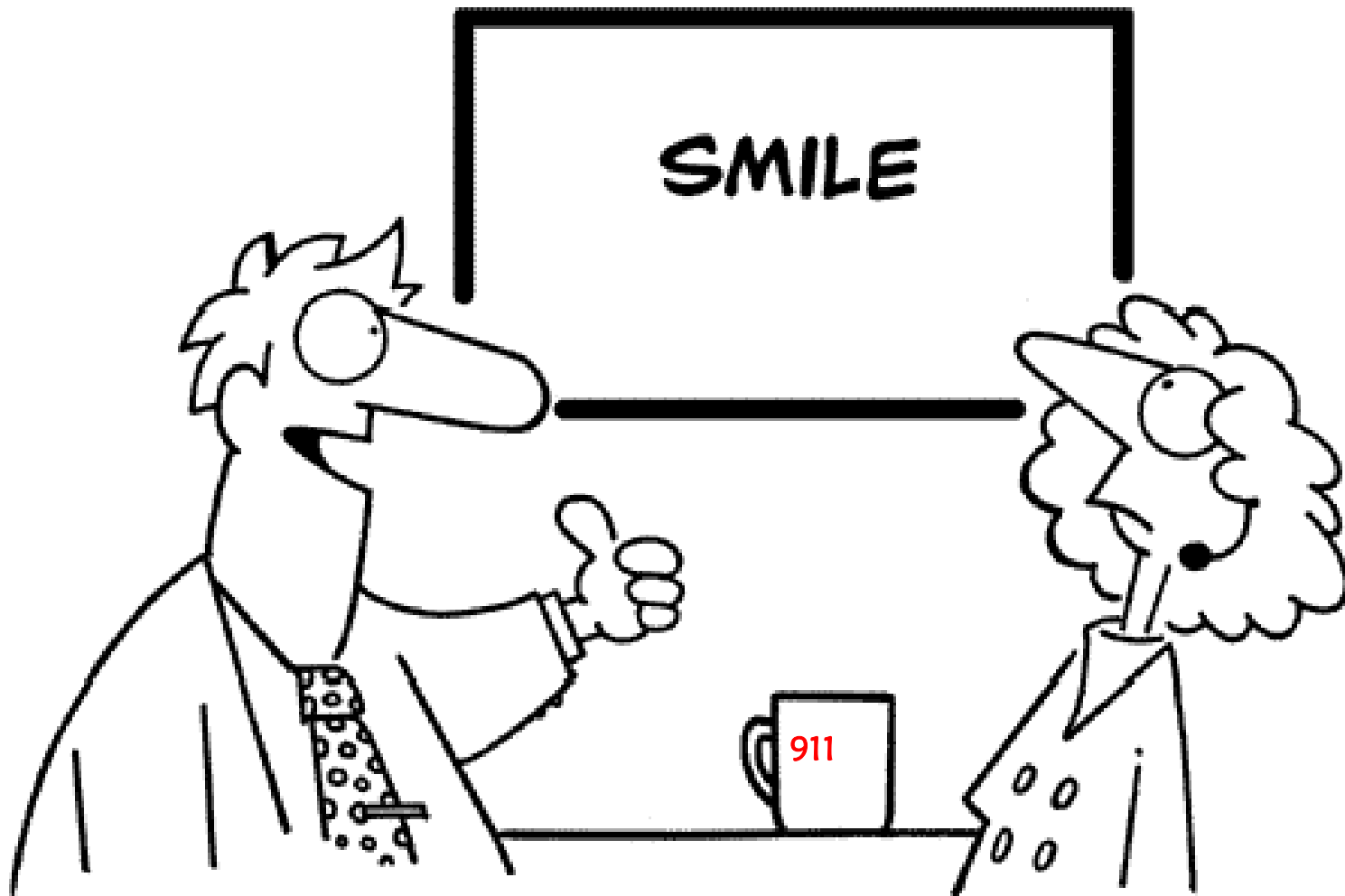
Old School or New School

An adult educators **only** responsibility
as an adult educator is to facilitate a
safe learning environment for the
adult.

The educator cannot make someone
learn – it's not up to them

Learning is a personal thing.





“That’s our mission statement. If people follow that, everything else seems to fall into place.”

