



# Competency Profile: Trainer / Facilitator

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Ontario Network of Employment Skills  
Training Projects (ONESTEP)



## **Trainer/Facilitator**

### **How to Use This Tool:**

This tool is not intended to be used in its entirety. Rather, its purpose is to provide a framework for developing a competency model that is customized to the unique needs of your organization. As you review the tool, select only those functions / requirements / competencies / skills and abilities that are relevant to the particular position you are reviewing, keeping in mind the position as it actually exists in your organization.

This document outlines competencies and corresponding skills and abilities for the Trainer/Facilitator position. A competency model outlines the desired behaviours required to perform a job well and how these behaviours may be observable on the job.

### **Possible uses for this tool:**

You may find this tool useful when:

- Creating a job description
- Recruiting, interviewing and hiring new candidates
- Appraising the performance of employees
- Identifying staff training and development needs

**COMPETENCY MODEL: Trainer/Facilitator**

| <b>A. CLASSROOM MANAGEMENT</b> | <b>Skills &amp; Abilities</b>  | <b>Demonstrated Behaviour</b>  |
|--------------------------------|--|--|
|                                | <b>A1.</b> Effectively manages classroom time  | Provides information in a timely manner, prioritizes tasks, covers all content in lesson plan                        |
|                                | <b>A2.</b> Appropriately manages classroom activities and group dynamics                     | Reduces conflict between clients, receives positive client evaluations   |
|                                | <b>A3.</b> Understands group dynamics  | Demonstrates effective classroom management  |
|                                | <b>A4.</b> Recognizes various learning styles  | Directs lesson plans to all types of learners, modifies delivery of content to suit audience needs                   |
|                                | <b>A5.</b> Plans appropriate lessons based on the content to be covered                      | Follows curriculum, facilitators notes and handouts  |
|                                | <b>A6.</b> Solves problems at the group and individual level                                 | Thinks on feet, receives positive feedback from clients  |
|                                | <b>A7.</b> Manages, monitors and strives to meet client expectations                         | Makes appropriate client referrals, achieves client satisfaction   |
|                                | <b>A8.</b> Develops and delivers content targeted to audience                                | Makes evaluations, helps clients accomplish goals  |
|                                | <b>A9.</b> Ensures workshop delivery is organized and is aligned with group needs            | Stays on topic, distributes appropriate supporting materials and schedules workshops at convenient times for clients |
|                                | <b>A10.</b> Encourages and builds mutual trust, respect and co-operation among group members | Completes workshops on time, receives positive client evaluations  |

| <b>B. FACILITATION SKILLS</b> | <b>Skills &amp; Abilities</b>                                 | <b>Demonstrated Behaviour</b>   |
|-------------------------------|---|---|
|                               | B1. Adjusts style to engage participants                      | Client feedback, engagement, results  |
|                               | B2. Assesses learning needs and delivers content as necessary | Client satisfaction   |
|                               | B3. Creates a positive and safe environment                   | Values different learning styles  |
|                               | B4. Incorporates appropriate technology into the classroom    | Shows ability to use various technologies in the classroom, achieves client satisfaction            |
|                               | B5. Provides ongoing feedback to clients                      | Helps client attain goals   |
|                               | B6. Breaks down difficult concepts                            | Client evaluations, goal attainment   |
|                               | B7. Practices and promotes a confidential environment         | Client satisfaction   |
|                               | B8. Ensures appropriate self-disclosure                       | Uses self-disclosure appropriately in context of curriculum   |
|                               | B9. Demonstrates effective interpersonal communication        | Speaks effectively and actively listens to clients, develops rapport                                |
|                               | B10. Evokes group creativity                                  | Allows clients with different learning styles to communicate, encourages different ways of thinking |
|                               | B11. Guides the group with clear methods and processes        | Establishes a clear context for what has been designed and what clients can expect                  |
|                               | B12. Facilitates group self-awareness                         | Keeps group on task, helps clients articulate ideas   |

| <b>C. CURRICULUM DEVELOPMENT</b> | <b>Skills &amp; Abilities</b>  | <b>Demonstrated Behaviour</b>  |
|----------------------------------|--|--|
|                                  | C1. Develops targeted content to meet program objectives                           | Client evaluations, repeat clients and client referrals                    |
|                                  | C2. Possesses a high level of content knowledge                                    | Knows content, client evaluations  |
|                                  | C3. Leverages resources for workshop delivery                                      | Knows resources  |
|                                  | C4. Evaluates content delivery and develops strategies for improvement             | Regularly evaluates programs and links results to improvement              |
|                                  | C5. Demonstrates flexibility in developing content for workshops                   | Achieves client satisfaction, possesses a positive attitude towards change |
|                                  | C6. Incorporates an assessment component to content delivery                       | Ensures clients meet criteria for program                                  |
|                                  | C7. Conducts internal and external research for content development                | Client satisfaction  |
|                                  | C8. Creates learning objectives aligned with the overall objectives of the program | Has well-written learning objectives aligned with program goals            |

| <b>D. ADMINISTRATIVE</b> | <b>Skills &amp; Abilities</b>  | <b>Demonstrated Behaviour</b>   |
|--------------------------|--|---|
|                          | D1. Diligently checks work to ensure that all essential details have been considered       | Provides resumés, lesson plans, handouts, reports and case notes                    |
|                          | D2. Keeps track of details to ensure work is performed accurately and completely           | Maintains accurate attendance records   |
|                          | D3. Informs clients of arrangements, giving them complete, accurate and timely information | Follows procedures and eligibility requirements                                     |
|                          | D4. Organizes and maintains supporting materials   | Provides handouts in class that support / illustrate concepts developed in workshop |
|                          | D5. Takes responsibility for self and works with minimal supervision                       | Works independently   |
|                          | D6. Produces appropriate, effective and accurate reports                                   | Provides reports that are complete, on-time and error-free                          |

| <b>E. CREATE COLLABORATIVE PARTNERSHIPS</b> | <b>Skills &amp; Abilities</b>  | <b>Demonstrated Behaviour</b>   |
|---|--|---|
|   | E1. Works on behalf of the client to refer them to an appropriate internal/external program that is aligned to their goals               | Obtains referrals to other programs                                     |
|   | E2. Conducts targeted marketing activities   | Tracks number of contacts made with other organizations                 |
|   | E3. Establishes strong and lasting partnerships with community contacts  | Maintains contact lists and relationships                               |
|   | E4. Skillfully influences and negotiates with partners to create opportunities that increase the effectiveness of programs being offered | Sets meetings with community partners                                   |
|   | E5. Develops working partnerships with clients   | Clearly articulates roles and responsibilities, outcomes and timeframes |
|   | E6. Creates and maintains co-worker relationships  | Supports team values and processes, is able to co-facilitate            |
|   | E7. Readily accepts input from co-workers  | Accepts feedback  |
|   | E8. Values team success over personal success  | Contributes to team   |

| <b>F. PROFESSIONALISM</b> |  |   |
|---------------------------|--|---|
|                           | <b>Skills &amp; Abilities</b>                                | <b>Demonstrated Behaviour</b>   |
|                           | F1. Appreciates the importance of balancing work/life        | Takes vacation days/sick days   |
|                           | F2. Is empathetic towards client learning needs              | Shows appropriate body language and verbal responses                          |
|                           | F3. Demonstrates leadership throughout the learning process  | Demonstrates effective classroom management and teamwork                      |
|                           | F4. Sets boundaries with clients                             | Knows and carries out organizational policies                                 |
|                           | F5. Honours and recognizes diversity, ensuring inclusiveness | Uses group's diversity to positively affect group outcomes                    |
|                           | F6. Demonstrates ethical behaviour                           | Is aware of and adheres to the organization's values                          |
|                           | F7. Brings others together to reconcile differences          | Develops an environment of respect and trust, identifies disruptive behaviour |
|                           | F8. Engages in and promotes life-long learning               | Shares personal successes and failures to enhance participant learning        |
|                           | F9. Seeks feedback on a regular basis                        | Asks for feedback from clients, co-workers and supervisors                    |
|                           | F10. Builds trust with clients/co-workers                    | Client feedback, repeat referrals   |
|                           | F11. Conveys professional appearance and demeanour           | Dresses appropriately and acts appropriately                                  |