

Guidelines for Facilitator's Guide on General Training Skills

As part of the overall Quality guidelines issued by NSDC, all Training partners are required to train their Trainers on general facilitation and pedagogic skills as soon as they come on board. The Facilitator's Guide on generic training skills should be vetted by an appropriate, NSDC designated authority, before roll out.

This training should be over and above what they have received/ will receive for domain / technical knowledge. Post training, the facilitator should be provided a manual detailing out the key skill requirements for a Trainer.

The manual, at a minimum, must include the following elements:

1. Attitude and Behaviour
2. Communication Skills
3. Communication styles
4. Need/ skill gap identification
5. Personality Development and body language
6. Leadership styles
7. Pedagogic techniques
8. Time management
9. Problem Solving
10. Rapport Building
11. Floor management
12. Health and Safety measures

Trainers should be certified in instruction and facilitation from a reputed certification authority and should be sent for a refresher at least once in 2 years.