

could adapt future trainings. Be prepared for both positive and negative feedback – you can learn from both.

- **Take care of yourself.** After a day of training, try to take some time to reflect on how the training went and take a moment to recharge your batteries.
- **As a Trainer, you are the in-house expert** for the program. Part of this role is to see how Learners have taken the information and applied it on the job. This will provide further opportunity for you to connect with Learners and build rapport. Some programs have a demonstration of skills portion imbedded into it, and this is the perfect time to see if the knowledge learned has been transferred to real life. However, if you are not working in the same area as the Learners, this will require you to work closely with the Supervisors within your organization to equip them with the needed information, so they are able to gauge/evaluate if Learners are consistently and accurately applying the knowledge learned to their daily work.
- **Keep copies of any certificates** you give Learners. This can be done by scanning, copying, and saving electronically. In the absence of some type of tracking system that may already be in place (i.e. some type of automated tracking process or process tracked through HR/payroll), this allows you to track Learner completions, as well as the ability to provide a copy in case a Learner loses their certificate.
- **Keep a log** of the training sessions you facilitate. You never know when you may need to reference when a training took place.

As an in-house Trainer, you have a direct role in increasing your organization's capacity to provide top-quality supports. Embrace the role!

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