**"What I hear, I forget.   
What I see, I remember.   
What I do, I understand.“**

**- Confucius**

**Motivation is a clue for learning**

* An adult is **motivated** by a training if:
  + He decided to take the training voluntarily
  + It helps him realize a personal project
  + It helps him solve a problem in his job
* Participants **motives** may be:\*
  + Professional advancement
  + Intellectual Curiosity
  + Prove his value to others
  + Etc.
* **Barriers** to motivation may be:
  + Fear of failure
  + Shame of level of knowledge
  + Proud of and confident in the level of knowledge

To successfully transmit knowledge the trainer must:

1. Identify the motives
2. Make participant aware of their motives
3. Awake curiosity, awareness to be trained

**How to Motivate participants : SAVI**

**Secure**

* + **E**xplain training’s conditions & objectives
  + Respect schedule & expectations (when realistic)

**Actor**

* + Make sure participants express themselves; if not, encourage them
  + Choose active methods & techniques

**Value**

* + Listen to the participants & show you understand (reformulate for instance)
  + Tell them when they’re doing great/good
  + Thank them for their participation

**Involve**

* + Base training on participant’s expertise/experience
  + Ask them how they’ll use the training afterwards

**Time Management**

**Before the training**

* + Using the training guidelines to test timing for each sequence

**During the training**

* + Announce & respect the timing of the training
  + Always wear a watch
  + Handle talkative participants
  + Adjust timing if necessary
  + Be careful about the length of exercises and debriefings

**After the training**

* + Modify the training guidelines following your experience
  + Respect the level of each participant

**Lack of concentration at certain periods**

* + Keep dynamic activities for low concentration periods
  + Keep slideshow for morning (not always in your control)
  + Participants attention does not exceed 20 – 30 minutes

**Morning**

* + **9 AM** group wakes up (*presentations*)
  + **9:15 to 11 AM** highest level of concentration (*slideshow)*
  + **11 to 12:30 AM** group is hungry, starts shaking (*lunch*)

**Afternoon**

* + **2 PM** group is asleep, needs clear guidelines (*practice*)
  + **3 PM** groupis more concentrated (*slideshow*)
  + **4 PM** group is shaking (*questioning*)
  + **5 PM** group is looking at his watch (*practice*)
  + **5:30 PM** group wants to leave

**Getting Participants Involved**

Learners might not become involved because they are shy, introverted, scared that they might give the wrong answer and be ridiculed, or simply do not the answer. If people do not become involved, they will become disinterested, they will become bored and withdrawn. If they are not involved, they will not learn. The following bullet point list provides some ways a trainer is able to get people involved.

* Creating environment of trust, friendliness and helpfulness.
* Being open-minded.
* Carefully listening to learners.
* Not criticizing any efforts.
* Being aware of non-verbal cues and acting on them.
* Asking for input on their experiences.
* Asking easier questions of those not involved.
* Asking for input on their own experiences.
* Counting to 10 after a question has been asked. Only then is it feasible to ask a second question, to restate the question, answer the question or moving on. By allowing time, you will show that you value even silent and thoughtful participation and that you consider those that need more thinking time.
* Being an enthusiastic trainer.
* Making eye-contact with the audience.
* Letting people work in groups, since it is easier to communicate with smaller, intimate groups.
* Using role-play, and other varied techniques. Be careful not to further embarrass the shy ones, however.
* Giving instructions on note taking that can be used during the training.
* Planning for the participants to get to know one another by means of ice breakers etc.
* Asking questions of the group in general, or questions that can be answered by a show of hands, e.g. “How many of you have worked with a matching and reconciliation tool before?”.