

Instructing WDI

One of two things is going to happen

- The course will go well
- Or it won't

Which would you rather?

Let's try to make it go well!

- Have you heard of the seven P's?
 - Proper Prior Planning Prevents Piss Poor Performance
- Approach classes with an attitude that helps us to succeed
- Use teaching techniques that help us succeed

Classroom Culture

- The classroom will have a culture
- It's either going to be positive or negative
- It's up to us to steer it
- Include the students in the experience
- Their learning must be a result of their work

Classroom Culture

- Self-directed but structured
- Immersive
- Intense
- Freedom to fail
- Class rules will be collaboratively decided on the first day they're together (either day1 or installfest)

Classroom Culture

- Reinforce it – remind them of the rules
- Keep our promises
- Manage expectations
- SSL
 - Smiling, Sweating, Learning

Attitude

Have a code of ethics as an instructor

- Be cheerful
- Be consistent
- Be constructively helpful
- Be a 'good' finder
- Be disciplined
- Be aware of the personal touch

Professional Image

- As an instructor, you want to project a professional image
- The students, essentially want to be you
- So be someone they can aspire to
- The content of the class is what's important
 - Their outcomes depend on it...

Professional Image

- So try not to add distractions:
 - Be aware of your clothes
 - And your hygiene
 - What's on your screen
 - How you navigate it

Professional Image

- Non favouritism
- Set the example
- Be decisive

If you're going to sit, sit.

If you're going to stand, stand.

But whatever you do, don't wobble!

Professional Image

- Be happy, but not satisfied
- Compare yourself, not to others, but to your own potential
- Keep emotions in balance
- “When life hands you lemons...”
 - How can we turn bad situations good

Goal Setting

- “Goals we set are goals we get”
- Each student has a goal in starting WDI
- Encourage students to set goals, and write about them, so they do achieve them
- But also for them to be 'happy to fail'

“Whether you think you can, or you think you can't, you're right.”

Goal Setting

- The instructor team needs to be constantly encouraging the students
- See everything; overlook a lot, correct a little
- Nothing succeeds like success
- When we give correction, we can build hope, or kill hope

Student Interaction

- Be personable, but not personal
- Be friendly, but not friends
- When doing one-to-ones, stick to the 70:30 rule
- Ask a question,
listen to the answer,
then ask a question about the answer
- Our six friends:
who, what, where, why, when, how

Student Interaction

- The “Three Times” rule

Every lesson, try to interact with each person three times.

- Interactions include:
 - Eye contact
 - Praise
 - Asking questions
 - Using student in examples

Quality Communication

- The quality of your teaching depends on the quality of your communication
- You communicate with three things:
 - The words you say
 - Your inflection and tone of voice
 - Your body language
- Get all three to match to get “congruent communication”

Words that hurt, or help

Problem	Challenge
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Objection	Miss-understanding
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Expensive	Value
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I think...	It's my professional opinion
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I don't know...	Let me check & get back to you
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Don't do that	What I want you to do is...
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nicknames	Real names
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non-words	clear vocabulary
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I am sorry	I apologise
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Gain agreement

- Try to get people to agree
- Always move forward on a 'yes'
 - Does that sound good?
 - You see what I mean?
 - Do you follow?
 - Does that make sense?
 - Do you understand?
 - Is that all okay?

3 Modes of Communication

- Visual
- Auditory
- Kinesthetic
- Most people are a mix of all three
- Some people are very much more of one
- Always try to address all three in our teaching

Four Stages of Learning

- Unconscious Incompetence
 - Blissful ignorance! Confidence exceeds ability.

You don't know what you don't know

Four Stages of Learning

- Conscious Incompetence
 - Discover a skill we want to learn, and our confidence drops as we realise how much we don't know about it.
 - We practice to learn, but often without success at first, and we think that we're failures

You know that you don't know

Four Stages of Learning

- Conscious Competence
 - We acquire the skill. We increase in confidence as we increase in ability.
 - We know we're able to do it if we try.

You know what you know

Four Stages of Learning

- Unconscious Competence
 - What we've learned becomes habit.
 - We can do it 'easily', even while thinking of other things
 - We don't even necessarily know how we do it.

We own it!

Simple lesson plan

- Tell them what you're gonna tell them
- Tell them it
- Tell them what you told them

Teaching Techniques

Pre-Framing

- Getting people to see a situation from a specific point of view before they have formed their own viewpoint
- Beware: it's extremely easy to negatively pre-frame – so we must endeavour to consciously positively pre-frame firmly.

Classroom Focus Questions

- On a daily basis, students must generate focus for class – and keep that up, day in, day out
- CFQs help shift them into gear for the class, and get them quickly focussed
 - Isn't it an ideal time for our next topic?
 - Are you ready for and awesome session?
 - Shall we have some fun today?

Praise, Improve, Praise

Rather than being unconstructively critical

- Find something to praise first
- Offer suggestions for improvement
- Then praise again
 - ideally after they've applied the suggestions

Pattern Interrupts

- A method of changing someones' mental state
- Essentially:
 - ask a question about something unrelated to the current activity
 - then encourage them to get back into the activity with new focus
- “Whatever you focus on expands”
 - Pattern interrupt shifts focus onto something else, allowing negative thoughts to shrink

One on Ones

- Highlighting good behaviour is a great tool
- In a private conversation, compliment the student
 - At the coffee machine
 - Passing in the hall
 - When helping them with something else
- Make small, personal comments about how pleased you are with their efforts

Feedback Sandwich

- Like 'Praise, Improve, Praise', but layered
- Praise
- Offer improvement
- Another praise
- Another suggestion of improvement
- Final praise

30 Ways to Praise

- That's right
- That's good
- That's coming on nicely
- Much better
- Good work
- Good job
- I like the way you...
- I like that
- Yes, that's the best I've seen you do
- That's it
- That's an improvement
- That's your best yet
- Even better
- Impressive work
- I hadn't thought of that
- I'm really proud of the effort you've put in
- I knew you could do it
- Congratulations
- You are making real progress
- Now you have it
- You're getting it
- Excellent
- Perfect
- Better than ever
- You've been practicing
- Nice
- Well remembered
- You're on the right track
- That was great
- Outstanding