



Person Specification – Associate Trainers

Criteria	<u>Weighting</u> 3: crucial 2: important 1: desirable and may be developed if necessary	<u>Method of assessment</u> Application Interview Test
Experience of designing training courses	3	IT
Experience of delivering training courses and other learning and development interventions	3	AIT
Experience of working as an executive coach	1	AI
Experience of delivering to a wide variety of clients in different sectors	3	AI
Experience of delivering to senior managers and leaders	2	AI
<p>Must be able to deliver excellent workshops in a minimum of three of the following areas:</p> <p>Complaints handling training Dealing with difficult situations Assertiveness Train the trainer Interpersonal skills First time manager training Middle management development Leadership training Team building Performance management Recruitment interviewing</p>	3	AIT

training to achieve™

Personal effectiveness Time management Chairing meetings Business writing Minute and note-taking Customer care		
CIPD qualified	2	A
Possess outstanding customer care skills	3	I
Be able to communicate effectively face to face, over the phone and in writing	3	AIT
Possess excellent presentation skills and to engage and motivate	3	T
Be a great facilitator	2	T
Be flexible in approach to delivery	3	AIT
Be able to handle difficult situations	2	I
Have published works, research etc	1	AI
Demonstrate belief in and commitment to Equality and Diversity	3	AIT
Must have self-employed status	3	AI