

How to train someone

In this lesson you will learn how to teach people to do their jobs.

Starter

- 1 When was the last time that you showed someone how to do something – either at work or in your personal life? What did you teach? Was your teaching successful or not?
- 2 Look at these ways for learning a new task. Which do you think is the most effective?
 - listening to an explanation
 - reading a book
 - role-playing
 - shadowing an experienced person
 - learning by doing
 - watching a film demonstration

Expressions

- o 1 Kasia and Harry are trainers for a large distributor of medical and toiletry products. Today they are running a one-day seminar for recently recruited salespeople. Listen to four extracts and number this list of training techniques in the order they occur.
- ___ pair work discussion
 - ___ emphasizing key points to take away
 - ___ stating what will be studied in a session
 - ___ praising trainees
 - ___ brainstorming ideas
 - ___ group work
 - ___ signposting the stage of the session
 - ___ role-playing real-life scenarios
- 2 Match the trainers' comments (1-9) with the functions (a-i).
- 1 'Our topic for today is 'pharmacy visits'.
 - 2 Please get into a pair with another person.
 - 3 I need a volunteer.
 - 4 Make a list. You've got five minutes.
 - 5 Don't just talk about the products.
 - 6 Now I'll pass you over to Kasia.
 - 7 I think that's the last one, isn't it?
 - 8 The six Ps, as we called them.
 - 9 That's all for today.

Speaking

- 1 Look at the pictures from a manual for warehouse workers. Imagine that your teacher is a new employee and train them how to do these tasks. Remember that the pictures show advice and warnings.



Language box

Inversion means reversing the normal word order of subject and auxiliary verb. It is normal in questions but also occurs in some other structures.

We can use inversion when a sentence starts with a comparative:

But more important is the way they respond.

We can use inversion when a sentence starts with a negative meaning:

At no point did you check your answers.

We can also use inversion when a sentence starts with a word which suggests limitation or restriction:

Little do you know!

Hardly had the trainer finished speaking than everyone was asking questions.

Hint

When you need to emphasize that an imperative instruction is particularly important, add the auxiliary **do**. Pronounce the sentence with the main stress on **do**.

Do be systematic.
Do remember that.

- warning students what they shouldn't do
- closing the seminar
- concluding a section of the seminar
- stating what will be studied in the session
- checking with trainees
- reorganizing people
- asking for a trainee to help
- setting trainees a task
- using a memorable name to help students recall important points

2.10 **3** Replace the words in **bold** in sentences 1-6 with one of the verbs below in the correct form. Then listen again to check.

reflect on explore clarify underline demonstrate examine

- We'll **make clear** some ground rules for visits.
- We'll **look at** a few ideas to encourage the pharmacist to buy more items.
- OK, Alex, you're going to **show** how not to do it.
- Everyone else watch and **think carefully and seriously** about what he's doing wrong, and how he could improve.
- With Harry, you've **investigated** how to sell the perfumes and toiletries.
- I'd just like to **stress** the key points we've been looking at today.

Writing

- Imagine that you have to train someone to do one small but important task that you regularly perform in your job. Make a list of:
 - the main things they will need to know or understand
 - the key things they will need to be able to do
 - the most important things to warn them about.
- Now write a training document for that person, explaining what they need to know about the task. Try to use inversion in your writing. (Note that it is particularly common in formal written English.)



Inversion occurs after **as** to express a similarity:

They buy a lot from us – **as** does the next shop we're going to visit.

He's a great person – **as** is the whole team.

Look

Look at listening script 2.1 on page 122. Find four more examples of inversion.

Lesson record

3 new words from this lesson

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3 useful phrases from this lesson

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Things to remember

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