

Friday, March 10, 2017  
Meeting Time from 9:00 to 12:00  
Paradee Building, Delaware

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A Community of Trainers and Aspiring Trainers

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## 5 DISCIPLINES OF DELIVERY

When it comes to learning how to train, a common belief is to simply review, prepare, and practice the material being trained. Then just get up there and do it. However, this is approach creates trainers. The challenge is learning how to become a training facilitator. An even bigger challenge is recognizing when and how to be both. The 5 Disciplines of Delivery are high level categories with a number of behaviors important to facilitation.

- **Credibility** : A trusted expert on the subject matter. Demonstrates own knowledge and adds value to the learning experience.
- **Energy**: Generates an energetic atmosphere within the room. Motivates participants to contribute willingly and to take action.
- **Blending**: Leads participants through the learning seamlessly so that it is completed on time and achieves stated objectives
- **Connections**: Makes connections between content, individuals, the group and self; making the content relevant, interesting and fun.
- **Participation**: Making participants feel that the experience is special to them.

The presentation will initially explore the difference between a trainer and facilitator. Then investigate how each discipline relates to facilitation and analyze a few of the behaviors contained within.

## ABOUT THE PRESENTER

Eric Stephenson is the Training Manager for the Delaware Family Court. He began his journey in the training/adult education world in 2003 as a graduate teaching assistant. From 2003 until graduating with his Masters in Applied Economics in 2005, Eric was the lead teaching assistant for Introduction to Macroeconomics. He began his first career in the banking industry later in 2005. While working at Citizens Bank, Eric returned to the training/adult education world in 2007 when he joined Delaware Technical Community College as an Adjunct Instructor for Introduction to Macroeconomics. In 2009, Eric joined the Learning and Development group within Citizens Bank as the Training Team Lead responsible for the Philadelphia/Pennsylvania Marketplace and its staff of 9. It was during his time as the Team Lead at Citizens Banks that Eric was introduced to Mind Gym's Disciplines of Training. In 2014, Eric brought his knowledge and experience the Delaware Family Court as Director of Training.