

7:30am**Leave home!**

Fortunately I live close to the office, and usually arrive between 8.00am and 8.15am after dropping off one of the kids at school – I have 3 teenage daughters.

If I am delivering a training session I arrive by 8.00am to run through my checklist and ensure I haven't forgotten anything and mentally prepare myself for the day.

8:15am**First training session**

As a trainer I am the face of the organisation and play an important role in preparing staff to be job-ready.

Today I am delivering the 'Time Management' program in the Contact Centre training room. This session requires a data projector, and the room doesn't have one. I find out that the spare unit is unavailable - time to improvise...

8:30am**Countdown**

Being a Training Delivery Consultant requires you think on your feet, so it's plan 'B' into action and I have my modified approach ready just as the first participants begin to arrive – it's now show time.

8:45am**It's time**

The program is scheduled to commence now – however only 2 of the 9 attendees have arrived. How ironic, late for a Time Management course! I can see I may have my work cut out for me today. I wait for a few minutes and decide to scout for the remainder of the group. Several have decided to make their way to the usual training room on the other side of the building, and others have gone to the training rooms on the lower floor.

Admittedly RACQ does have a number of training environments so as a trainer I need to understand that sometimes new staff may need extra guidance and direction.



12:10pm

Time flies

I have been on my feet now running the course for several hours. I glance at my watch and see that lunch is not far away. The morning session has gone really fast. As a trainer I'm constantly assessing whether participants are "getting it", thinking about the next learning activity, answering questions and encouraging discussion. It's challenging but I enjoy it so as they say time flies when you're having fun!

12:30pm

Lunch

It's lunchtime and as the participants disperse to the onsite canteen and coffee shop, I decide that I will eat outside in the landscaped gardens soaking up the sun. The break passes quickly and I need to ensure that I return to the training room before the participants to remind myself of the afternoon's topics.

1:30pm

The second half...

All the participants are back on time, so clearly my Time Management training is already working! As the afternoon progresses, everyone is interacting well with each other and asking lots of questions. I begin to think that I would like to see them again in other courses that I run. As a trainer I run a number of different programs including Time Management, Customer Service, Coaching and New Starter Training for all staff across the organisation.

5:00pm

Full time

Ensuring that I "practice what I've preached" in this course, I finish right on time. The day is over and the participants thank me for their training. It feels good to be able to make a difference. I clean up the room; check my diary and the roster to remind myself of what I am delivering tomorrow... Customer Service, my favourite! As I walk out the door to head home, I reflect on the day and think to myself, I am lucky to do what I love, which is help individuals learn and grow.

