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# ACCESS ANGELS TRAINER PROFILE

## INTRODUCTION

In the last decade, continuous training has undergone enormous development. At this time, the continuous training model also emphasizes the importance of the trainers. In this context, the main challenge is developing the trainers' professional competence and, in turn, transferring this competence to the entire workplace. It is important to keep a few basic principals in mind in order to guarantee this sort of development. It is necessary to reinforce the role of the trainer to pay attention to and improve his/her socio-professional status as well as his/her new role.

In order to meet all the different requests of the target groups, the trainer/coach/facilitator must employ a significant amount of effort and imagination. The trainers' professional profile analysis is quite complex due to the diverse characteristics that can form based on the specific contexts and environments. These varying environments depend on the educational, social and professional atmosphere which tend to create specific formative actions based on how individual situations unravel.

## TRAINER PROFILE DESCRIPTION

The above mentioned demands on trainers are fully valid also for right selection of trainers for future Access Angels – people who will provide help and support to impaired and handicapped persons during the use of tourism services. In addition, the trainers will also have the general responsibility of setting up the operation of the AA service in the local or regional authorities. Thus, the profile of the workshop participants will focus on their communication, teaching and leadership abilities and of course also on their degree and ability of empathy, because it is a necessary part of the work with the target group and the trainer's personality and his personal approach to the target group of disabled people can be transferred to the future Angels.

## REQUIRED EXPERIENCE

Previous experience with standard training and trainer's position is of course welcomed, though not 100% necessary required. For the training of Access Angels, whose work will have very close to activities of volunteers in homes for disabled or elderly people or their households, might be appropriate exactly the people who worked as volunteers, or better in organizing/managing volunteer work. For such a specific training, the own experience and practice in trained area, which the coach can pass on to the participants, are perhaps more important and more credible than academic coaching skills and experience.

## PERSONALITY

### *Critical Thinking*

Aside using elaborated project training materials and manual, future trainers will develop or assess materials that will help trainees to understand the subjects being taught. Trainers will have to understand the needs, expectations or doubts or of the trainees, to know how to work with them and to be able to judge current and future capability of trainees for work with impaired people.

This project

„GUARDIAN ANGELS OF ACCESSIBLE TRAVELERS IN RURAL AREAS”

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### ***Communication & presentation skills***

Future AA trainer and coach must be an extrovert and communicative personality to be able to present his or her own possible experience and generally recommended practices well and convincingly. They must be able to lead and direct communication with trainees, and also to teach them the right communication approach and identify and correct their communication mistakes. Natural authority is a big advantage as well as ability to understand and work with trainees' feedback.

She/he must be clear, friendly and selfconfident speaker with ability to speak interpersonally with individuals as well as speak to group of people and report to management/public administration.

### ***Motivation & empathy***

Future AA trainer and coach must show their own motivation and conviction about the Access Angels concept, because of this is one of the important ways how to strengthen the necessary motivation by trainees. Own trainer's empathy for the impaired people and for the concept of helping them in area of tourism services is a crucial need for providing a truly convincing training performance.

### ***Decision Making and Management***

Access Angels trainer will have to decide the best ways, methods, tools and materials to train and coach their trainees in proper way and meet the needs of the target groups. AA Trainer must have at least the basic administrative skills to manage training sessions, to evaluate the outcomes of training sessions and maintain records of trainees' progress and achievements.

## **DUTIES AND RESPONSIBILITIES**

- Identify training needs of individual trainees
- Preparation and delivering training courses
- Personall work with individual trainees according to their identified needs
- Mentoring and coaching of trainees
- Assess training effectiveness to ensure incorporation of required skills and attitude
- Periodically evaluate ongoing programs to ensure that they reflect any changes
- Setting up the operation of the Access Angels service at the local or regional level.

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