Top Ten Skills for Teaching Tech to Patrons

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About me

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Reflection Question

Think of a time when you had to learn a new technology through individual or group instruction.

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Reflection Question

Think of a time when you had to learn a new technology through individual or group instruction.

» *What worked well?*

» *What did not work well?*

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Tech Instruction Challenges

» Interpersonal communication

» Teaching techniques

» Learner engagement

» Reaction

Tech Instruction Challenges

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» Reaction

NOT as much about the tech as we think!

Tech Instruction Methods

One on One

Group

One on One	Group
1. Be welcoming	6. Set the space
2. Assess the need	7. Communicate clearly
3. Give up control	8. Involve learners
4. Be present	9. Stay balanced
5. Take it slow	10. Assign practice

One on One

1. Be welcoming
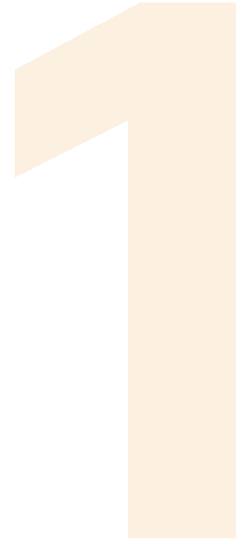
2. Assess the need

3. Give up control

4. Be present

5. Take it slow

1. Be welcoming

How-to: Be welcoming

» Friendly smile

» Meet them where they are

» Get to know the learner

2. Assess the need

How-to: Assess the need

» Ask lots of questions

» Clarify the question/problem

» Identify their goals

» Don't jump to conclusions

» Learn their interests

2

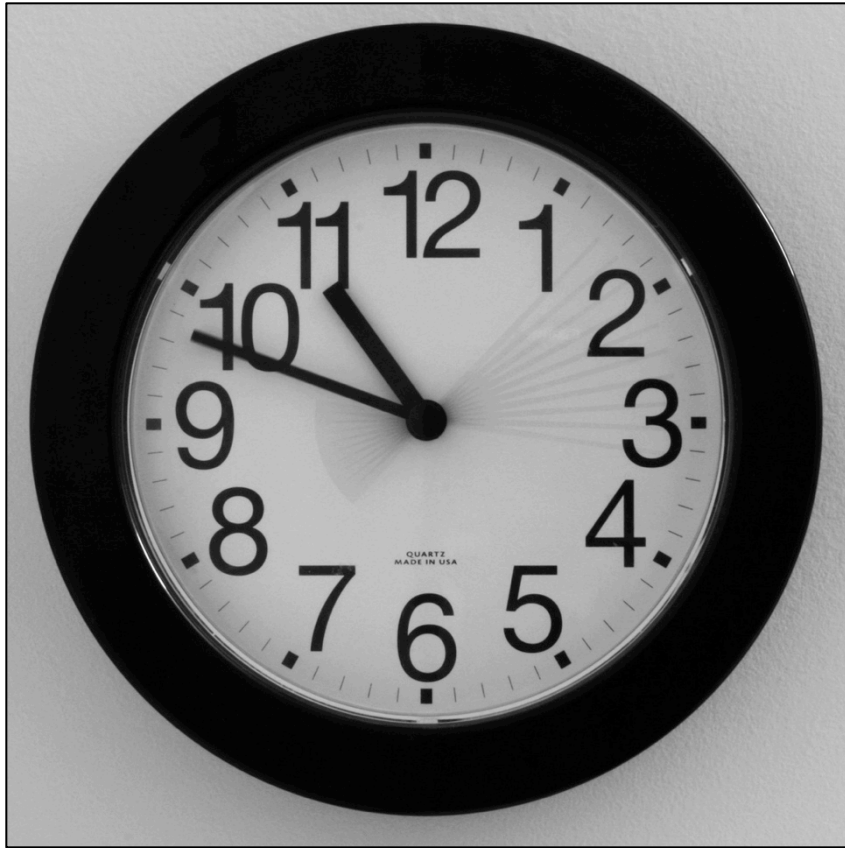# 3. Give up control

How-to: Give up control

» Let them "drive"

» Allow hands-on practice

» Let them lead

» Collaborate with them

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4. Be present

How-to: Be present

4

» Listen closely

» React thoughtfully

» Improvise: Be flexible & creative

» Admit your own limits

» Learn with them

5

5. Go slow

How-to: Go slow

» Break it down into steps

» Select teaching points with care

» Don't assume knowledge

» Be patient

One on One

1. Be welcoming

2. Assess the need

3. Give up control

4. Be present

5. Take it slow

Group

6. Set the space

7. Communicate clearly

8. Involve learners

9. Stay balanced

10. Assign practice

6. Set the space

How-to: Set the space

» Welcome them in

» Create a comfortable environment

» Accommodate disabilities

» Set expectations

7. Communicate clearly

How-to: Communicate clearly

» Simplify ideas & concepts

» Give relevant examples

» Avoid jargon

» Check in with learners

» Allow for Q&A

8. Involve learners

How-to: Involve learners

» Include lots of activities

» Watch for different learning preferences

» Use partner/buddy/team activities

» Ask what they want to learn

9

9. Stay balanced

How-to: Stay balanced

9

» Balance focus and flexibility

» Don't let one person derail

» Direct class energy

» Reset if needed

10. Assign practice

How-to: Assign practice

» Allow practice time during class

» Assign practice exercises

» Offer ideas for how/what to practice

» Share additional resources, tutorials

Group

6. Set the space

7. Communicate clearly

8. Involve learners

9. Stay balanced

10. Assign practice

BONUS TIP

11. HAVE FUN!!!

HAVE FUN!!!

» Tell jokes

» Use puns

» Show silly images

» Practice with fun websites

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BONUS TIP: HAVE FUN!!!!!

Thank you!

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