**Top Ten Skills for Teaching Tech to Patrons**

<http://webjunction.org/events/webjunction/top-ten-skills-teaching-tech-to-patrons.html>

**Event Description:** Opportunities to provide training occur every time you help someone with a technology related question, whether it’s one-on-one assistance or in a classroom environment. Making the most of the “teachable moment” involves the right combination of training skills, techniques, and tactics. Technology training is successful when a library patron learns something new and is able to apply it to their life. You don’t need to be a tech expert to learn the practical skills for successful technology training. Crystal Schimpf will share the top ten skills she’s found most effective in her years of training experience.

**Presented by:** Crystal Schimpf, CEO and Library Training Consultant at Kixal

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| **What are your goals for viewing this webinar?** | |
| **Personal Goals** |  |
| **Team Goals** |  |

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| **Discussion/Reflection Question 1** |
| 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?  How can you apply your own experience in creating instruction for your patrons? |
| **Activity 1** |
| Using a one-on-one approach to tech training, list some questions you might ask to assess and clarify the needs of your patron. Crystal suggests a goal oriented question: “What would you like to be able to do?”  1.  2.  3. |
| **Discussion/Reflection Question 2** |
| Many of the skills described by Crystal can be applied to both one-on-one and group training. Select one skill that can be applied to both. Why does it apply to both settings? How does it differ depending on the setting? |
| **Activity 2** |
| In one-on-one and group settings, it’s good to have some ‘back-pocket’ strategies for supporting learners who may need a bit more help or practice. Build out a list of resources and ideas for serving these patrons’ unique needs:  1. [**GCFLearnfree.org**](http://www.gcflearnfree.org/)– eg. direct your patron to the [Mouse Tutorial](http://www.gcflearnfree.org/mousetutorial) if they’re new to using a computer.  2.  3.  4.  5. |
| **Action Plan:** (include next steps, who, when, etc.) |
| List 1-2 things you can do right now to apply this knowledge to your work. |