

Report Training of trainers @EWS



July 2015

WorldWater Academy

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World Water Academy



1. Introduction

eThekwini Metropolitan Municipality is one of the largest metropolitan areas in South Africa. The metropolis has more than three million inhabitants with Durban as most important city. eThekwini Water and Sanitation (EWS) an innovative utility for drink water production and wastewater treatment and one of the most important in South Africa.

In 2012-2014 World Water Academy, together with the Centre of Expertise developed four modules on Wastewater treatment for process operators. These modules will be delivered according the World Water Academy concept: “for professionals, by professionals: content, combined with an appropriate teaching method and given by a specialist.

Twenty specialists in waste water treatment were selected to become a trainer by the manager of the Works department, Mister Mohammed Dildar. World Water Academy, represented by Agnes Maenhout and Ingrid Schröders, delivered the Training of Trainers (ToT) for eThekwini Water and Sanitation in Durban, South Africa in June 2015. The focus of this ToT was on the preparation of a lesson, performing a lesson and using interactive teaching methods. The ToT ended with an assessment.

2. Training of trainers (ToT)

World Water academy designed a customized ToT for this group superintendents and proces engineers, a ToT with a lot of exercises and opportunities to practice teaching skills. The following programme was delivered in two groups between 25 June -1 July 2015

Day 1	Day 2	Day 3
<ul style="list-style-type: none">• Motivation and expectations• Do's and don'ts as a trainer• Didactical model• Prior knowledge• Learning objectives• Course material Basic Waste water treatment• Mini lesson 1	<ul style="list-style-type: none">• Learning styles• Activating teaching methods• Testing and examination• Mini lesson 2• Exam: multiple choice	<ul style="list-style-type: none">• Assessment teaching skills by mini lesson 3

The book Didactical skills and a binder full of exercises were provided to support the learning process of the participants.



As the ToT was dedicated to the future trainers in Waste water treatment, the participants also received the curriculum and supporting materials of the module Basics of water treatment. The information was provided on a usb stick, being programme, material, books, slides, exercises and exam-by-walking-around.

3. Do's and don'ts as a trainer

The professionals used the method "Buzzen" to exchange the characteristics of a good trainer.

Trainers characteristics (group 1)	Trainers characteristics (group 2)
<ul style="list-style-type: none"> • Knowledgable • Good communication skills • Presentable • Polite, Open, positive • Empathy, trust, worthy • Honest • Interactive • Inspirational • Accomodate 	<ul style="list-style-type: none"> • Knowledgable • Friendly and understanding • Encouraging and Inspirational • Interactive • Flexible • Fluent and clear • Well prepared • Dosed load • Correct venue and materials • House rules 
4	5

The slides give an overview of the outcome of the discussion. This is what the professional believes a good trainer must be. The inventory will fit in the 5 roles of a trainer:

- Content bringer (expertise)
- Course organisator
- Chairman
- Contact maker
- (Coach)

4. Activating methods

The professionals learned a lot about the way of learning of each individual. They know what is needed to hold the attention of the participants during the lessons. The use of different activating methods during a lesson was really new for the participants. They experienced the different ways of learning as a trainer and participant.



The pictures gave an impression of the use of several methods. The interactivity of the training created an lively and open atmosphere.

5. Mini lessons & Examination

An important part of the training were the mini lessons. The professionals had to prepare mini lessons to practice their teaching skills in a 5-10 minutes lesson. During the first mini lesson the focus was on a good structure (head, body, tail) and lively presentation. The second mini lesson focused on the use of interactive methods. The third mini lesson the professionals were assessed by the World water academy.



Good structure, lively presentation and interactivity with the group were important criteria to become a certified trainer. After every mini lesson everybody was asked to give feedback to each other.

The examination consisted of a written test about the theory and a practical teaching assignment. For the written exam 80% scored 6.0 or higher. 75% (15 persons) have passed, of which 8 were very good. Some of the trainers made a huge progress during the training. This experience made their self-confidence grow.

The Communiqué of eThekweni Water and Sanitation gives an overview of the training and the graduates (appendix).

6. Evaluation

The ToT was new for the participants. The interactivity of the training created an lively and open atmosphere and a lot of exchange of know how between the participants took place. For instance more understanding has grown between the engineers and the superintendents.

At the end of the training, we asked the participants their opinion by giving a score 1-5 (1= bad, 5 = very good) for aspects like content, applicability of the training. The evaluation results are shown in the table.

Average score on different aspects			Wateropleidingen		
aspects	# partic.	average score	average judgement 2009/2010		
Opinion course as a whole (q 1)	20	4,68	3,80	+	
Content (q 1)	20	4,79	3,90	+	
Depth and details (q 3)	20	4,53	3,75	+	
related to daily work (q 6)	20	4,58	3,78	+	
Applicability (q 7)	20	4,63	3,83	+	
Up to date (q 8)	20	4,74	3,88	+	
Location (q 9)	20	3,95	3,90	+	
Trainers			4,07		
Agnes Maenhout	20	4,84		+	
Ingrid Schröders	20	4,79		+	

The scores are very high and show the approval of the participants for the training. Some quotes of the participants about the training:

- *I learned so many things, different methods of presenting the lessons. Making the audience involved, different styles of teaching and training*
- *Gives me strength and power*
- *Made me an effective trainer*
- *The course was very good. Especially the trainers, they were superstars*
- *I found the course interesting and would like to have more than I had*



7. Recommendations

This training gave the tools to the professionals how to train the operators. They know how to prepare and how to keep the attention of the participants. The material of the four modules is available but it all starts now by bringing their teaching skills in practice.

Some trainers will perform excellent for training the operators, some for the higher level and others for the 1 by 1 approach or as a motivator.

The World Water Academy recommends:

- to start with the delivery of the module Basics of Waste water treatment within a short time; select 4 trainers, dedicated to the topics of the module. And start now with a small course group. All skills are fresh, motivation is good, and the will to gain experience.
- to deliver the modules for mixed groups of operators from different WWTplants. Exchanging knowledge and experience between plants motivates everyone.
- to start a community of certified trainers where they can exchange their experience in delivering the four modules. To get the feeling the professional is supported by a team gives confidence.
- to organise a brief course about waste water treatment for the superintendents-trainers so everybody has the same level of knowledge.
- to coach trainers and give feedback when delivering the modules.

Appendix

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WORKS BRANCH STAFF RECEIVE INTERNATIONAL TRAINING

E Thekwini Water and Sanitation (EWS) in partnership with the Dutch training centre World Water Academy (WWA) and World Waternet (Amsterdam Utility) recently completed the preparation of training modules for Process Controllers (PC). Focus was laid on didactics, based on the experiences of WWA. They were designed using so-called activating training methods, a system that is innovative to the water industry in South Africa. It entails development of balanced training material/media that is highly interactive and is designed to capture and hold the attention of the audience. This insures higher effectiveness of the delivered training.

“Training of the trainers” was conducted last week by both Ingrid Schröders and Agnes Maenhout at Northern Treatment Works Education Centre to create our own “pool” of trainers to deliver this course effectively to our process controllers. Now that we have created our internal pool of professional/skilled trainers, we now going to start rolling out training material that was developed to yield the following:-

- Dedicated trainings based on real-life needs of Process Controllers,
- Steps of the training project and
- Promising results.

All trainees said they found the training enjoyable, creative and fun.

Those people who develop the ability to continuously acquire new and better forms of knowledge that they can apply to their work and to their lives will be the movers and shakers in our society for the indefinite future.” — Brian Tracy



L-R: Ingrid Schröders Deputy Director of Wateropleidingen, Mohammed Dildar - Senior Manager Treatment Works EWS and Agnes Maenhout the Managing Director/CEO of Wateropleidingen



Celebrating their achievement!