

Technical Trainer

AKA Training Specialist, Client Trainer, Software Trainer

Similar to Tech Writing

- Break down complex info
- Be direct
- Need good knowledge of software
- Learn as you go

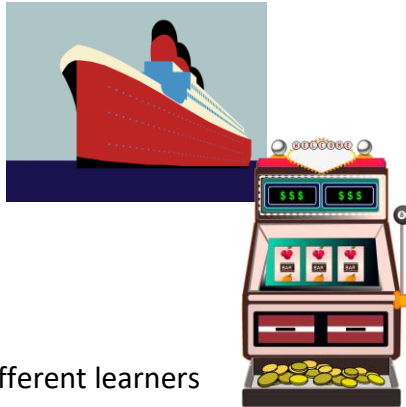


Different from Tech Writing

- Work with users directly
- Determine your audience “on-the-fly”
- Less screen time
- Travel more likely involved

Industries I’ve worked in:

- Cruise Ships
- Hospitals
- Banking
- Restaurants
- Casinos



Good trainers are:

- Very patient
- Understanding of different learners
- Embracing of Change

Trainer DO/DON'Ts:

- **DON'T** stand up at the front of the class and never move; **DO** walk around and make sure everyone is on task
- **DON'T** ask, “Who doesn’t know what XYZ is?”
DO ask, “Can anyone tell me what XYZ is?”
(If no one answers, explain it)

How to get involved:

- Training classes at the job you work at now
- Volunteer at your local library OR university meeting
- Look for hybrid roles (ex: Tech Writer/Trainer)



Questions to ask about the job:

- How much travel is involved? Typical schedule? Weekends included?
- Will I be training employees (internal) or clients (external)?
- Do classes exist or do I have to create my own?

Send me your questions!

Rachel Eichen

adverb@gmail.com