

Facilitator profile – Jon Britain



Jon has over 25 years of experience as a Learning & Development professional, working in many sectors, including Education, Insurance and Hospitality across Europe, Saudi Arabia, and Thailand.

He believes specific learning objectives are critical to the success of any training intervention. What will people be able to do differently when the training is complete? What competencies will they be able to demonstrate? What evidence shows the learning has been successful?

Jon's enthusiastic facilitation style enables him to quickly develop a rapport with his learners through his subject knowledge, excellent interpersonal skills, and ability to convey learning in various situations.

He shows concern and empathy for those who find learning difficult while ensuring that quicker learners are challenged to keep them engaged with activities. Hence, everyone maintains interest.

Jon draws upon the learners' experience and provides them with opportunities to solve problems, think critically and work through real business issues to develop additional skills.

He varies his instructional style to address different learning styles; some learners are more visual (see it), others more auditory (hear it) or kinaesthetic (do it) through the familiarity of a variety of training methods to tap into each participant style. His training style is 'active', engaging learners through various activities, exercises, and discussions to ensure the learning is enjoyable and can be effectively transferred to the workplace.

To summarise, Jon's training results in behavioural change and competent staff with the knowledge, skills, and attitude required to perform well in their roles. He loves what he does, and this matters because 'Pleasure in the job puts perfection in work' – Aristotle.

Key areas of expertise include:

- Behavioural Profiling (DiSC)
- Change Management
- Communication
- Customer Service
- Leadership
- New Supervisor
- Presentation Skills
- Team Building
- Time Management
- Train the Trainer

Qualifications and experience include:

- Chartered Manager – CMI
- Certificate in Instructional Techniques
- NVQ Level 5 in Management & Leadership – CMI
- Competent Leader Award – Toastmasters International
- 'Five Behaviours of a Cohesive Team'
- Practitioner
- Competent Communicator Award – Toastmasters International
- Teaching Certificate 7307 – City & Guilds
- Everything DiSC Practitioner
- D32 and D33 Assessor Awards – OCR
- Chartered Trainer Certificate – CIEH

Jon lives in Cambridgeshire; he's flexible and works across the UK and overseas.