

Train-the-Trainer

Essential Skills to Elevate Your Training Impact



1

Your Presenters



Chip Romp
Sr. Director, Workforce & Business Services



Kelli Laube
National Field Trainer & Specialist



2

Overview



Training Effectiveness: Learn six core qualities that drive impactful training.



Nonverbal Communication: Master body language techniques that boost engagement and credibility.



Train-the-Trainer Course: A walk-through of our new "Train-the-Trainer: Mastering the Art of Training" course that is designed to elevate your training performance and leadership.



3



Training Effectiveness



4

Six Core Qualities

1. Knowledge

2. Patience

3. Integrity

4. Adaptability

5. Brand Ambassador

6. Communication Skills



Self-Evaluation: Qualities of a Great Trainer

Complete the assessment below to see where you currently stand. Read each statement carefully and use the rating scale provided to show how strongly you identify with a statement developed from the RO Learning Owner *Train-the-Trainer: The Answer to Unleash the Power!*

1 = Never 2 = Rarely 3 = Sometimes 4 = Usually 5 = Always

Quality	Statement	Rating (1-5)
Knowledge/Experience	I understand the information trainees need to learn and can confidently and accurately perform the task(s) myself.	1 2 3 4 5
Patience	I am able to remain calm and composed in the face of distractions or unexpected obstacles without becoming frustrated or agitated.	1 2 3 4 5
Integrity	My words and actions align. I am honest, treat everyone with respect, and uphold ethical standards.	1 2 3 4 5
Adaptability	I can navigate any unexpected changes during the training process. For example, I can easily modify the training process for needs of a specific training event or adapt to the situation in the moment.	1 2 3 4 5
Brand Ambassador	I clearly understand and support my restaurant's vision and mission. I can make what a trainee is learning fit the restaurant's vision and mission. I am passionate and take pride in my role as a trainer.	1 2 3 4 5
Communication Skills	I am with the trainee every step of the way. I will clearly explain training objectives, make sure the trainee knows what they're doing, tell the trainee what to do before we begin practice, guide the learning process step-by-step, and offer regular feedback in these programs.	1 2 3 4 5

Review your results carefully:

- Look at any qualities you scored a 4 or 5. These are likely your current strengths. You may also want to ask a trusted colleague if they see the same strengths in you.
- Circle any qualities you scored 1-3. These are your growth opportunities—important areas to focus on as you build your training skills. Strengthening these traits will help you become a more versatile and impactful trainer.



5

Knowledge

Definition:

Deep understanding of the content and its purpose

Self-Evaluation:

"I understand the information trainees need to learn and can confidently and accurately perform the task(s) myself."

Rating (1-5)

1 2 3 4 5

1=Never 2=Rarely 3=Sometimes 4=Usually 5=Always





6

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2

Knowledge

Rating (1-5)

12345

How to Strengthen:

- Ask questions whenever you need clarity

- Learn from experienced team members





7

Patience

Definition:

Ability to support learning at difference paces

Self-Evaluation:

"I am able to remain calm and composed in the face of disruptions or unexpected obstacles without becoming frustrated or agitated."

Rating (1-5)

12345





8

Patience

Rating (1-5)

12345

How to Strengthen:

- Be flexible – plans will change

- Set expectations you can realistically meet

- Encourage trainees to ask questions





9

Integrity

Definition:
Consistency, honesty, and reliability in actions

Self-Evaluation:
"My words and actions align. I am honest, treat everyone with respect, and uphold ethical standards."

Rating (1-5)

12345





10

Integrity

Rating (1-5)

12345

How to Strengthen:

- Follow through on your commitments and model consistency
- Lead through your actions
- Own your mistakes and apologize when needed





11

Adaptability

Definition:
Flexibility to adjust to changing needs and situations

Self-Evaluation:
"I can navigate any unexpected changes during the training process."

Rating (1-5)

12345





12

Adaptability

Rating (1-5)

12345

How to Strengthen:

- Observe and adjust – change your approach based on trainee progress

- Adapt the plan to fit their needs while keeping the learning goals in mind





13

Brand Ambassador

Definition:

Representing organizational values and culture positively

Self-Evaluation:

"I clearly understand and support my restaurant's vision and mission. I can relate what a trainee is learning to the restaurant's vision and mission. I am passionate and take pride in my role as a trainer"

Rating (1-5)

12345





14

Brand Ambassador

Rating (1-5)

12345

How to Strengthen:

- Know your restaurant's mission and vision & weave them into your training

- Share your passion for the restaurant & show trainees why it's a great place to work





15

Communication Skills

Definition:
Clear, engaging, and effective exchange of ideas

Self-Evaluation:
"I am with the trainee every step of the way. I make sure the trainee knows I am there to help, tell them what to do before I let them practice, guide the learning process step-by-step, and offer regular feedback."

Rating (1-5)

12345





16

Communication Skills

Rating (1-5)

12345

How to Strengthen:

- Prepare all training materials ahead of time
- Start every session with clear learning objectives and share them with trainees
- Give consistent feedback and encouragement





17

Assessing Your Skills

Self-Evaluation: Qualities of a Great Trainer

Complete the assessment below to see where you currently stand. Read each statement carefully and use the rating scale provided to show how strongly you identify with it. (Adapted from the RQ Learning Course: [Train-the-Trainer: The Basics to Successful Training](#))

1 = Never, 2 = Rarely, 3 = Sometimes, 4 = Usually, 5 = Always

Quality	Statement	Rating (1-5)
Knowledge/Expertise	Understand the information trainees need to learn and can confidently and accurately perform the weekly results	12345
Patience	Take efforts to remain calm and composed in the face of disruptions or unexpected obstacles without becoming frustrated or agitated	12345
Integrity	My words and actions align - I can follow, lead, and inspire with respect, integrity, and without compromise	12345
Adaptability	I can navigate any unexpected changes during the training process. The materials I use work really well, making mistakes in which I haven't been thinking about or navigate any sudden time restrictions	12345
Brand Ambassador	I clearly understand and support the restaurant's vision and mission. I can relate what a trainee is learning to the restaurant's current and future goals, accurately and fairly pride in my role as a trainer	12345
Communication Skills	I can deliver the training using clear, concise, and easy-to-understand language. I can use visual aids to help trainees understand the concepts and I can use real-life examples to help them understand the concepts	12345

Review your results carefully:

- Look at any qualities you scored a 1 or 2. These are likely your current strengths. You may also want to ask a trusted supervisor if they see the same strengths in you.
- Circle any qualities you scored a 3 or 4. These are your growth opportunities - important areas to focus on as you build your training skills. Remember, these are all areas you can improve on and grow into.

Elevating Your Skills

How to Strengthen the Six Qualities of a Great Trainer

Use your Self-Evaluation Worksheet to identify one or more qualities you'd like to strengthen. Review the tips for each and commit to at least one action step this week. (Adapted from the RQ Learning Course: [Train-the-Trainer: The Basics to Successful Training](#))

Quality	How to Strengthen	My Action Step
Knowledge/Expertise	- Ask questions whenever you need clarity. - Learn from experienced team members - ask for their tips and best practices.	
Patience	- Be flexible - pause and change. - Set expectations you can realistically meet. - Practice steps when you have time. - Take pauses when needed - even a 30-second pause helps.	
Integrity	- Follow through on your commitments and model consistency - trainees are watching. - Lead through your actions. - Own your mistakes and apologize when needed. - Share how your choices align with your values.	
Adaptability	- Observe and adjust - change your approach based on trainee progress and engagement. - Adapt the pace of the training while keeping trainees engaged. - Be open and adaptable - change your approach based on trainee progress and engagement. - Adapt the pace of the training while keeping trainees engaged.	
Communication Skills	- Prepare all training materials ahead of time. - Give consistent feedback and encouragement. - Practice active listening - the present, don't interrupt, and give feedback your full attention.	

Try this exercise with your trainer team!

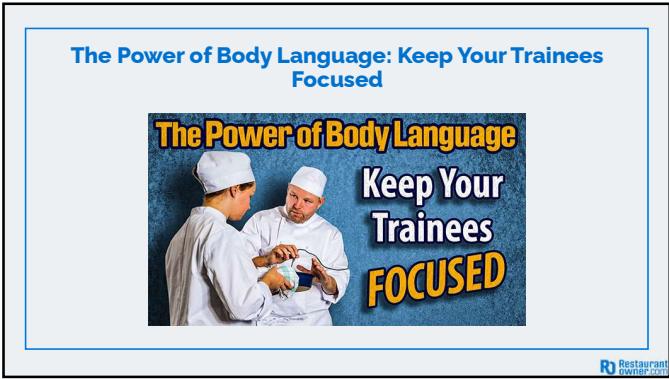
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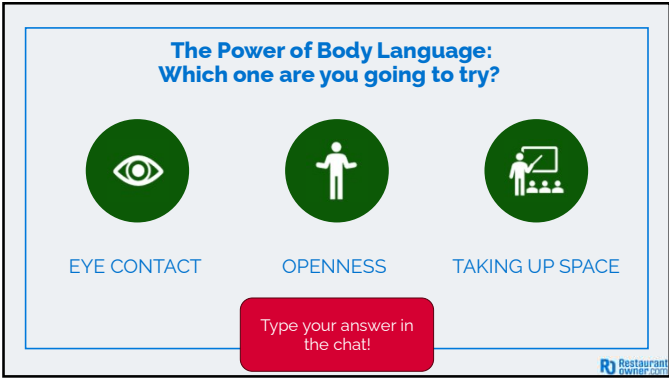
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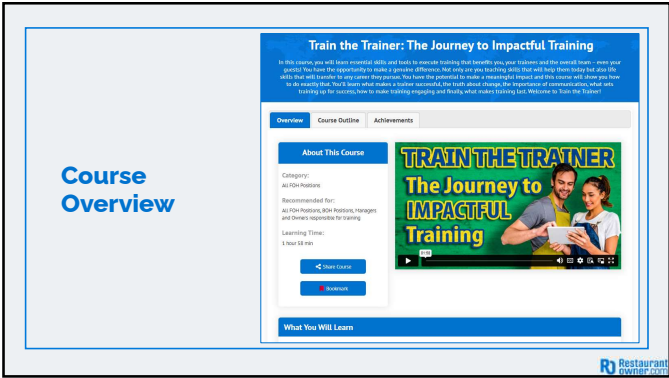
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22



23



24

Course Outline

✓ 7 sections

OverviewCourse OutlineAchievements

Section 1Introduction2/22

Section 2The Foundation4/14

Section 3Communication Essentials7/17

Section 4What Sets Training Up for Success5/15

Section 5Make Training Engaging7/17

Section 6Make Training Last6/14

Section 7Conclusion3/15

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25

Section Breakdown

OverviewCourse OutlineAchievements

Section 2The Foundation4/14

Section 3Communication Essentials7/17

Section 4What Sets Training Up for Success5/15

Section 5Make Training Engaging7/17

Section 6Make Training Last6/14

Section 7Conclusion3/15

Section 2The Foundation4/14

3. Qualities of a Great Trainer4/40

4. Understanding How People Learn: Part 1 Learning Model5/34

5. Understanding How People Learn: Part 2 Adult Learning Principles4/09

6. Overcoming Common Learning Obstacles4/12

7. The Truth About Change4/01

8. Quiz 2: The Foundation1/00

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26

Handouts

OverviewCourse OutlineAchievements

Section 2The Foundation4/14

Section 3Communication Essentials7/17

Section 4What Sets Training Up for Success5/15

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7. The Truth About Change4/01

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Understanding How People Learn: Part 1 Learning Model

TRAIN THE TRAINER

The Journey to IMPACTFUL Training

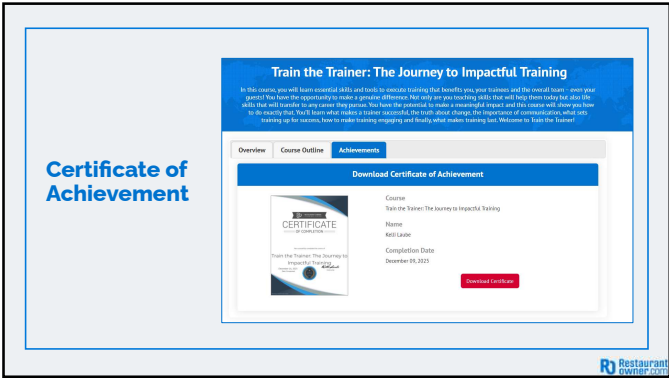
Learning Module Handout Trainers

Learning Module Handout Trainers

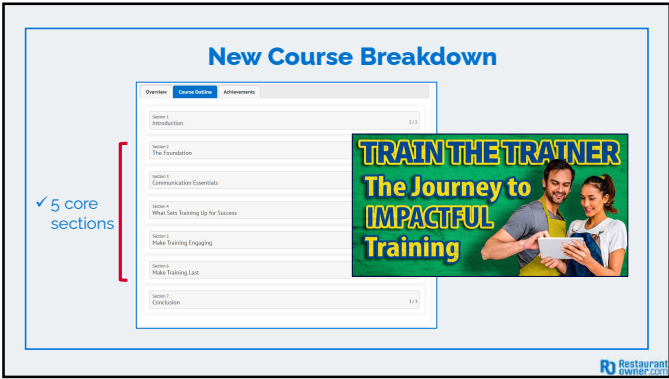
Handouts

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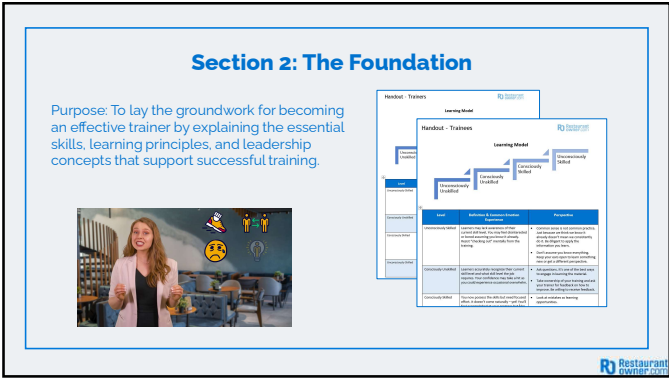
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28



29



30

Section 3:
Communication Skills

Purpose: To teach trainers how to communicate in ways that keep trainees engaged, deliver consistent information, and create a confident, supportive learning environment.

The Common Sense Trap

Common Sense Is NOT Always Common Practice

CO español

31

Section 4:
What Sets Training Up for Success

Purpose: To show trainers where their current training program stands and teach them how to build simple, effective, and flexible systems that help trainees succeed.

Crafting an Effective Training Program

Previous Lesson

Current Lesson

Next Lesson

32

Quiz 5: Making Training Engaging

Section 5-1

Once the team is engaged, no further effort is needed to maintain engagement.

☐ True ☐ False

Previous Question

Next Question

Section 5:
Make Training Engaging

Purpose: To teach trainers how to make learning engaging and hands-on so their team stays motivated, confident, and ready to deliver great results.

33

Section 6: Make Training Last

Purpose: To teach trainers how to reinforce skills over time through consistency, coaching, and simple habits that help learning stick.



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34

New Course Recap

Section	Duration	Score
Section 1: Introduction	10:15	100%
Section 2: The Foundation	15:30	100%
Section 3: Communication Essentials	20:45	100%
Section 4: What Gets Training Up for Success	18:20	100%
Section 5: Making Training Engaging	22:10	100%
Section 6: Make Training Last	16:45	100%
Section 7: Conclusion	10:30	100%



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35

Webinar Recap



Training Effectiveness: Learned six core qualities that drive impactful training.



Nonverbal Communication: Discovered body language techniques that boost engagement and credibility.



Train-the-Trainer Course: Walked through our new "Train-the-Trainer: Mastering the Art of Training" course.

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36

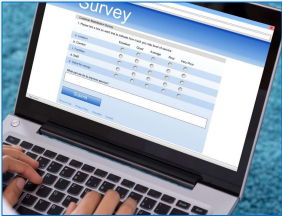


Questions?
We're Ready to Answer!



37

Share Your Feedback Today!



Just 4 quick
questions!



38

Upcoming Webinar

The 3 Most Impactful Food
Cost Controls for
Independent Restaurants

Feb 4, 2026
4:00 PM ET



Jim Laube
RO FOUNDER



Chip Romp
SR. DIRECTOR, WORKFORCE
& BUSINESS SERVICES





39

Train-the-Trainer

Train the Trainer:
Essential Skills to Elevate
Your Training Impact



Thanks for attending!!