

## LECTURE 5

# Giving Instructions

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- **Qualities of a successful trainer**
- **Ethics**

# Qualities of a Successful Trainer

As a trainer, you will work with a variety of different people so it stands to reason that you will need a range of different skills and attributes.

A successful trainer will have the following traits...

**Enthusiasm** – when working on a one-to one basis it can be obvious when you don't have enthusiasm - it's a crucial component of giving instructions that are easy to follow. You need to make sure that you show enthusiasm regardless of your personal situation.

**Empowering** – you need to arm your clients with the education they need to make decisions and progress on their own.

**Honesty** – being honest is a great way to build trust with clients and thus improve the effect that your instruction has. A common example would be a client who wants to lose a certain amount of weight in a fixed time period. Sometimes you need to be honest on what is and isn't achievable.

**Knowledge** – you need to have the correct knowledge to be able to instruct your clients safely and effectively.

**Punctuality** – people's time is precious and a relationship should be built on respect. Therefore being punctual is vital to having a good relationship with your clients.

**Preparation** – good preparation is crucial. You know the saying - "fail to prepare, then prepare to fail." You should be coming to your sessions armed with a proper plan and ready to execute.

**Commitment** – being as committed to your client's goals as they are, will help you to leave a good impression, leading to better retention and referral rates.

**Observational** – being able to recognise patterns or issues as well as overall exercises, especially when a client doesn't vocalise them, is very important to your client's overall success.

**Patience** – often our clients may be beginners or simply won't be able to pick things up as quickly as WE may be able to or would like them to. It's important that we are able to display patience so that our clients can develop skills at a rate that works for them.

**Humble** – the field of exercise is constantly evolving. It is important to recognise that we don't know all there is to know and that we can continue to learn.

**Adaptable** – being adaptable is a crucial skill. It's common that certain clients may not be able to do certain exercises or may be limited in particular ways. Being able to offer adaptations is useful if your initial plan is not always viable.

**Professional** – professionalism covers a number of different behaviours but includes delivering a high level of service, having integrity and keeping your client's best interests at heart from start to finish.

**Compassion** – showing your clients compassion and being sensitive towards their needs will help you as you collectively work towards their goals.

Ultimately if your sessions are enjoyable, your clients are more likely to listen to you, return for more business and reach their goals.



As well as everything detailed above you also need to have a keen eye for progression and regression in order to maximise your client's progression, while also maintaining their safety...

### **Task...**

**A gym member is performing an exercise with poor form. Consider the situation and the best way to approach them to assist.**

**Now strategise how you can help the member without undermining them. What will you say to ensure their safety going forwards?**

### **Ethics**

Codes of ethics guide professionals in their day-to-day work. In the fitness industry in the UK we follow guidelines laid down by CIMSPA (Chartered Institute for the Management of Physical Activity) and REPs (Register of Exercise Professionals).

These bodies provide a code of conduct to adhere to for fitness professionals. A fitness professional should always strive to honour the code of ethics as failure to do so reflects badly on the organisation as well as the instructor themselves.

**Most codes of ethics revolve around the following principles:**

- Professionals will cause no harm to clients.
- Rights of the client.
- Integrity of the instructor.
- The understanding of safe working practices.
- The relationship between the client and instructor - and its boundaries.
- Professionals should respect equality and diversity.
- Maintaining the integrity of the organisation's culture.
- The personal responsibilities and duty of care of the fitness professional.
- Professionals should treat clients with respect, dignity and fairness.
- Professional's standards that should be maintained.

**You can find the codes of conduct on the CIMSPA and REP's websites respectively. When you start a job, you should be made aware of the organisational procedures. These will all be based on some of the following laws and acts, and need to be adhered to...**

- Sex Discrimination Act (1975).
- Race Relations act (1976) and amendment (2000).
- Disability Discrimination Act (1995).
- Sexual Orientation Regulations (2003).
- Religion or Belief Regulations (2003).

