

Toolkit: How to Build a “Trainer Bank”

Intercommunity Mercy Housing (IMH) has used a proactive and systematic approach in building a team of trainers for client education. Katie Parker, the Regional Director of Resident Services for IMH, took the following steps to get people involved and compile a listing of available trainers whom IMH case managers could call to schedule educational events for clients.

1) Put out the call.

- a. Katie put the word out through her networks that she was looking for trainers, leaving the topics open-ended.

2) Host an event.

- a. IMH hosted a wine-and-cheese reception for all the potential trainers.
- b. Katie made a Power Point presentation about the organization’s history, the need for client education, and the process of creating a portfolio in order to become part of the Trainer Bank.

3) Follow up.

- a. Trainers who showed interest got a call or email reminding of what IMH needed in order to engage their services.

4) Get the goods.

- a. Each trainer was asked to create a “portfolio” with all the relevant information regarding the type of training they offered, desired outcomes of trainings, bio information, and more. Potential trainers were asked to fill out a 1099 tax document in order to be on the books as a freelance trainer with IMH.
- b. The “IMH Toolkit Summary” document (available in the Resources section of our website) contains a sample listing of training topics, as well as a sample trainer portfolio for reference.

5) Keep it all on file.

- a. Katie compiled the portfolios into a master binder of training opportunities (the “Trainer Bank”), made copies, and distributed them to Resident Services Staff. Staff at IMH sites can now use the Trainer Bank to best meet their clients’ educational and life skills needs.

Please contact Erin Chambers, Training & Advocacy Specialist at Building Changes, if you have questions about training for clients or staff. She can be reached at (206) 805-6140, or by email at Erin.Chambers@BuildingChanges.org. Thank you!