

I was a trainer developer in at the UAW/GM training center for GM Truck in Pontiac. I taught and developed courses in their computer program. The KTEL program was often being delivered in our training center in the class room next door to mine.

One of my co-trainers challenged me to take the course, but I wasn't sure if it held anything of value for me, and it looked like a lot of work. He said he would give me his paycheck for that week if I could tell him at the end of the course that it wasn't worthwhile. Well... I took the course and he kept his money. I actually felt that I owed him something for getting me to attend it.

I became a real promoter for the KTEL class, getting other new instructors to take it, they all had fantastic results.

As a computer instructor KTEL helped by making me aware of the importance of clearly defining the computer terms that were introduced in our courses. As I developed new material I used all of the techniques I had learned to make sure that the technical materials I was teaching reached the students in a way that they could absorb and use.

I learned and used the very effective process for handling confusion. I would ask the student where, in the lesson, they were last doing well. That would be almost always turn out to be the place just before they 'went off the tracks'. I would re-explain the next step or two for them and their confusion would clear right up. Often it would be a term or expression that they needed to have more clearly defined.

My students constantly expressed their appreciation of my delivery style by complementing me and by returning again and again for more and more classes. I gained a huge boost in my self confidence and self esteem. Then things got even better when I was offered a very important position in our UAW Local.

Then I became a UAW International Benefit Representative handling a wide range of issues for our large local membership. I was challenged to learn a great deal of technical and involved information. I found that utilizing the KTEL skills that dealt with comprehension and recall I was able to quickly and accurately absorb a great deal of information.

As I said, as a benefit Rep I have to communicate daily with the membership and their families. In many cases we are discussing sensitive health issues or issues that will have a tremendous impact on their personal lives. There for I

find that using the communication skills that I gained in KTEL are critical and very effective.

Remembering the importance of the process from my computer teaching days, I make sure that all of the words I use are being understood, I take the time to define any terminology that I know is troublesome. I rely on the use of appropriate examples to make sure the member I am talking to can relate to information to their life directly.

Over the years I have had many members comment favorably, on the clarity of my communication and my ability to explain difficult topics. I always end off my communications by asking the member to, more or less, paraphrase what they have heard me say. Because I know that only when they can do that can I be sure that I have succeeded.

I look words up all of the time in a well worn dictionary when I am reading. I know that if I go past words that I do not understand my overall comprehension will be damaged. I can't say enough about the importance of expanding ones vocabulary generally, and especially in your particular field. It makes effective communication possible at all levels and prevents the person you are talking to from feeling that your are 'talking over their heads"

I have in the past and will continue to highly recommend the course to anyone that reads or communicates as part of their job. I would also highly recommend the course to anyone that is involved in learning new subjects at any age or for any purpose.

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