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Adviser / trainer skills

Introduction

Skills and Continuous Professional Development

Mentoring

Building rapport



This section is aimed at those involved in a broad range of employability support for customers aged 50+ rather than professional career guidance practitioners (those engaged in the provision of career guidance as their main professional activity).

+ This broader role may involve you in providing a mix of support interventions

While all these involve skill sets for working across customer groups, you will need to consider how to apply them to support your 50+ customers.

Experienced practitioners working with the 50+ age group have stressed that adviser skills are key and that the quality of provider employees are at the heart of success.

They emphasise the importance of having:

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Resources

[Case study 1: adviser / trainer skills \(Age Concern North Tyneside\)](#)

[Case study 2: enhanced employment support \(A4E\)](#)

[Case study 3: adviser training \(Age UK Milton Keynes Employment Services\)](#)

[Working for Wellbeing in Employment \(an employment adviser toolkit\)](#)

[Managing Challenging Behaviour within Skills Provision for Unemployed Adults \(NIACE\)](#)

- the right personal qualities
- a genuine interest in working with people
- an ability to develop [good rapport](#), patience and empathy.

The first case study describes what one provider looks for in selecting staff to work with the 50+; the second how another explored the benefits of 'streaming' an older customer group to help the 'harder to help'. The third case study describes how a provider trains advisers to work with the 50+.

[+ Case study 1 \(Age Concern North Tyneside\)](#)

[+ Case study 2 \(A4E\)](#)

[+ Case study 3 \(Age UK Milton Keynes Employment Services\)](#)

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