**Training the Trainers, 2013 review**

**Participant survey stage – summary of responses**

The 34 people who have been through the Training the Trainers (TtT) course were emailed a survey asking for their thoughts on the programme. We received replies from 27 people.

*Note: the feedback has been given a numerical value to aid analysis, with the bottom of the scale (eg: "very bad") being given one and the top (eg: "very good") a value of five.*

1. How good do you think the training was?

| Answer options | Very dissatisfied | | | | Very satisfied | Mean rating |
|---|---|---|---|---|---|---|
| | 0 | 1 | 1 | 11 | 14 | 4.41 |

2. Was two days…?

| Answer options | Too little | About right | Too much |
|---|---|---|---|
| | 1 | 25 | 1 |

3. How many training events have you taken part in since?

| Answer options | None | 1 | 2 | 3 | 4 | 5 or more |
|---|---|---|---|---|---|---|
| | 6 | 10 | 1 | 1 | 2 | 7 |

4. If you have helped deliver events, how useful did you find Train the Trainers in this context? Are there any particular skills that you learned during the workshops that proved useful?

| Answer options | Not useful at all | | | | Very useful | Mean rating |
|---|---|---|---|---|---|---|
| | 1 | 0 | 5 | 12 | 4 | 3.82 |

The responses to the supplementary question fell into two groups. The first, and most frequent, reflected that people gained a greater appreciation of different learning styles and how they needed to adapt their approach to deal with those. The second, was that several people benefitted significantly from increased confidence.

See Appendix 1 for further details of the second part of the question.

5. Could you choose three words to describe your experience of TtT?

> The words chosen to describe TtT were generally positive, though there were some negative descriptions. The most commonly chosen words were "interesting" (which occurred 7 times), "fun" (4), and "professional" (4). Below is a word cloud illustrating the occurrence of descriptions, with a large size indicating greater frequency.
>
> See Appendix 2 for further details.

6.  What aspects of TtT did you enjoy? (Tick as many as apply)?

| | Number in agreement | Percentage (from 27 responses) |
|---|---|---|
| Learning to train | 21 | 77.8 |
| Writing modules | 8 | 29.6 |
| Meeting other Wikimedians | 23 | 85.2 |
| Working with others | 18 | 66.7 |
| Learning more about WMUK | 5 | 18.5 |
| Learning more about editing | 1 | 3.7 |
| Learning more about the editing ethos | 5 | 18.5 |
| Discussing Wikimedia projects | 9 | 33.3 |
| Other (please specify) | 8 | 29.6 |

Some of the answers to the 'other' question noted that people enjoyed learning about different training techniques, while others critiqued the questions.

Other: see Appendix 3

7.  Were there any aspects you did not enjoy?

Just under half of the 27 respondents (48.1%) indicated that there were not aspects they did not enjoy. Some people said that they disliked their presentations, partly because sometimes things went wrong and they were sometimes paired with people whose skills did not complement their own. Other feedback of noted included observations that the arrangements for accommodation were not clear enough, the event tended towards corporate presentations, and that one attendee was made to feel "inadequate because I did not match their expectations for physical presentation." This final matter was discussed directly with the organisers.

See Appendix 4 for further details.

8.  How likely would you be to recommend TtT to others?

| Answer options | Very unlikely | | | | Very likely | Mean rating |
|---|---|---|---|---|---|---|
| | 1 | 0 | 3 | 9 | 14 | 4.30 |

9.  Have you found what you learnt on TtT useful in any other ways?

"There was agreement that the programme helped people's confidence, presentation skills in general."

See Appendix 5 for further details.

10. How useful did you find the 1:1 feedback?

| Answer options | Not useful at all | | | | Very useful | Mean rating |
|---|---|---|---|---|---|---|
| | 2 | 4 | 0 | 5 | 15 | 4.04 |

11. How clear was the accreditation process?

| Answer options | Very unclear | | | | Very clear | Mean rating |
|---|---|---|---|---|---|---|
| | 3 | 5 | 6 | 11 | 1 | 3.08 |

12. How satisfied were you with the written course materials?

| Answer options | Very dissatisfied | | | | Very satisfied | Mean rating |
|---|---|---|---|---|---|---|
| | 0 | 2 | 9 | 12 | 3 | 3.62 |

13. Are there any improvements you could suggest to the Train the Trainers process?

Of the 20 people who answered this question, four people were unable to offer suggestions. Several people noted that the accreditation process was not clear and could have been better organised. Others suggested that it would be useful to have the material used in the course – such as the presentations the Midas trainers gave – available digitally. Several people noted that the introduction of features such as WikiData means trainers now need to update their skill set. It could have been clearer that the training was about soft skills rather than the minutiae of teaching Wikipedia.

See Appendix 6 for further details.

14. What further training do you think would be helpful?

| | Number in agreement | Percentage (from 23 responses) |
|---|---|---|
| Using VLE | 7 | 30.4 |
| Regular training events | 13 | 56.5 |
| Workshops on communication skills | 10 | 43.5 |
| Workshops on people management | 10 | 43.5 |
| Workshops on setting up training events | 13 | 56.5 |
| Other (please specify) | 10 | 43.5 |

Suggestions were that training for Wikidata, project management, interacting with institutions would be useful, with refresher courses to ensure skills do not atrophy. It was also noted that the training is aimed at helping newcomers get to grips with Wikipedia, but not more advanced skills. More than one person noted that meeting with other

trainers to share ideas and experience would be useful.

See Appendix 7 for further details.

15. What would motivate you to lead or help out at more training workshops?

26 people responded to this question. Three people commented that they were already motivated to deliver training, while two decline to answer. Four people noted they did not have enough free time to be helping at training sessions at the moment. Location and initiative from the WMUK office were prominent themes: five people noted that there are few events near them, and that they are often based in and around London; meanwhile five people wanted the WMUK office to take the lead in organising events and wanted better communication about what events are available, encapsulated by one person's feedback: "More workshops in more diverse locations; better staff support for volunteers who want to set things up. More rapid reimbursement/advance payment of expenses."

See Appendix 8 for further details.

16. What do you think would motivate typical Wikimedia UK Volunteers to lead or help at training workshops?

The answers to this question related to those of the previous question, with several people noting that being asked by the WMUK office would be a big incentive, and that having a events in more locations would attract a wider range of people. Other suggestions were that people might like some kind of recognition for their efforts.

See Appendix 9 for further details.

17. How would you like the TtT programme to develop?

The comments were focussed on what happens after the TtT weekend, suggesting that there should be more events (in different areas) with perhaps an overall plan behind them, but there was less certainty amongst answers. In terms of the training itself, there were suggestions that improving communication skills would be productive, and ideally the courses would be producing more lead trainers [there are currently four].

See Appendix 10 for further details.

18. What Wikimedia-related training workshops would you like to attend?

A range of answers were offered, with people suggesting session on various Wikimedia projects (eg: Wikispecies and Wikiversity) while Wikidata in particular was singled out. There were some suggestions aimed at more advanced users such as coding, developing MediaWiki software, writing for The Signpost, and choosing topics for editathons.

See Appendix 11 for further details.

19. What Wikimedia-related workshop would you like to help deliver?

This question garnered a variety of response with several people suggesting that they would be available to do GLAM training. Several people offered to help with workshops about uploading images. While much was focussed on training new editors, as has been the format for most of the training events WMUK has been involved in, one person

offered to help deliver training on advanced user positions such as Administrator and Check User roles within wikiprojects.

See Appendix 12 for further details.

20. Which do you think are the most important skills for the Wikimedia UK community to have?

The most frequently

See Appendix 13 for further details.

21. What more could be done to develop these skills?

Some people suggested further training sessions on subjects such as the visual editor. Meeting other trainers to learn from their experiences was suggested by more than one person, in the form of meet ups and a forum, while "conferences and seminars" were also mentioned.

See Appendix 14 for further details.

22. Any other comments?

The final comments generally reflected a desire to build on the experience of TtT and go out and deliver training to other people, as one person said "Having trained us up you need to use us. It would be nice to know when going on such an expensive course, what is the expectation for sessions of training subsequently delivered".

See Appendix 15 for further details.

**Appendix 1: Are there any particular skills that you learned during the workshops that proved useful?**

"The confidence the workshop gave me was an enormous boost. In fact I cannot overstate how transformative this has been for my work and my life in general. Specifically I feel a lot more confidence to lead training workshops, not just to take part. I welcome the emphasis on professionalism and the insight into the variety of skills that can be employed in training. In particular, the workshop honed my social perception, because the trainers were extremely perceptive and quickly picked up the social dynamics in the room in a way that I would not have thought possible."

"How to provide constructive feedback, and how to read body language better."

"Learning about different learning and thinking styles."

"Learning styles, presenting with other people, what to do when things go wrong"

"Lead to improve thinking about the different needs of an audience."

"Discussion of feedback was new to me. The theory on learning styles was illuminating."

"General presentation skills"

"The advice on physical presentation - speaking and standing - was useful"

"Developing small training "games", listening to participants, working with other trainers."

"- some tips of body language and spoken language that helps with conveying information
- types of learning and how to adapt training to suit different people
- how different trainers need to be matched to run a good training session"

"The main skill I feel was developed was that of presentation. I have delivered presentations before, but it has always been in the style of a lecture with minimal feedback from the audience. It was particularly interesting to work on a presentation style which involved people more."

"Difficult to quantify particular skills it left me with, but it made me more confident about the training I was delivering and certain parts of the training have really stuck with me and I've incorporated them into my events since then. Seeing everybody's different styles and (it sounds daft, but) realising that different styles are a good thing was particularly interesting."

"Appreciating my Activist style and the need to cater for theorists."

"The learning cycle is very useful when planning a session."

"General presentation skills were helpful, plus much of the psychology behind training."

"Thinking about different types of learners and adapting the training to meet the needs of different people."

"The skills seemed to be about general comportment, and quite culturally specific. As I have already had some training in this area much of areas covered were things I was already familiar with, but with an added gloss which would have been more appropriate in a corporate environment"

"Positioning while another is speaking."

"I was given confidence in my ability to deliver material in front of a group, something that I have not done for many years."

"Self-assessment, communication skills - particularly listening and body-language."

# Appendix 2: Additional comments or suggestions

"transformative confidence boost"

"Interesting, thoughtful, insightful"

"helpful interesting informative"

"educational, fun, useful"

"Interesting, fun, expensive"

"Good for professionalism"

"Excellent professional course"

"positive, professional, satisfactory"

"Interesting enlightening fluffy"

"Empowering, interactive, intriguing."

"revealing, practical, intense"

"thought-provoking, worthwhile, collaborative"

"Unconventional; positive; friendly"

"interesting, thought-provoking, rewarding"

"insightful cosmetic superficial"

"Useful, vital, fun"

"intense, helpful, interesting"

"Enjoyable, Interesting, Disappointing."

"corporate over-long"

"Mirror ladder consolidation"

"Engaging. Detailed. Sociable."

"Intensive. Enjoyable. Tiring"

"Refreshing experience of teaching"

"Thought-provoking, challenging, fun"

"Enjoyable, useful, professional"

# Appendix 3: What aspects of TtT did you enjoy? Other aspect

"Seeing training being by people who are very experienced, and learning by observation."

"Learning about WMUK, editing and editing ethos weren't part of the course (for good reason). Focus was on learning about training, not on developing modules."

"Learning about the Honey and Mumford learning styles."

"Chance to prepare a short piece of training to a high standard."

"The weekend course didn't really train on editing or WMUK, but then if it did it would take so much longer"

"(I already knew everyone else on my course and knew about WMUK etc)"

"Their insights into my training style."

"Learning more about myself and my bad training habits"

# Appendix 4: Were there any aspects you did not enjoy?

"Having everything go wrong when it was my turn to train, but that was the learning opportunity!"

"N/A"

"The group presentation wasn't easy because we were being paired up oddly to discuss topics not common to us, which is also realistically not how training events work."

"yes but they were still useful"

"Very bad follow up in terms of how long it took etc."

"Some of the PowerPoint. To be fair, I came prepared to be annoyed, took notes on the usage, and later felt I had learned about "slides"."

"-"

"No"

"no"

"Cannot give a useful answer at this distance!"

"activity based learning"

"No!"

"Some unclarity as for what would happen once we created the modules."

"No"

"Not really"

"Midas were excellent, but they were reluctant to discuss definitions of "training" that departed from their preconceived ideas"

"Not really"

"No."

"The lack of sleep - I don't believe the format was the best - we didn't get home until late and had an early start in the morning. Talking to Doug afterwards, he explained that there had been a block booking of rooms in the hotel which went empty - I think that strongly recommending people stay on site would be helpful."

"As I have already discussed with the organisers; feeling inadequate because I did not match their expectations for physical presentation."

"It did not really seem to address training issues but seemed to be more about making corporate presentations"

"No"

"No, it was busy, but more or less well-timed."

"No"

"No"

**Appendix 5: Have you found what you learnt on TtT useful in any other ways?**

"Greater confidence in my own skills and my ability to lead."

"General knowledge about how to provide feedback, and to provide training."

"It was very helpful to learn about the different learning and thinking styles (Honey and Mumford). I've found that very informative in a lot of ways."

"The learning styles thing was very useful to realise how I learn in different situations"

"Don't know"

"Yes, plenty to think about on the "learning curve"."

"-"

"talks, etc"

"generally useful as a teacher training event....the idea of team teaching in particular was new for me"

"Yes"

"Difficult to say"

"General self-confidence."

"Not sure? To be fair, it was a year ago and I may not be directly aware of the things I learnt by now."

"The weekend really boosted my confidence in myself as a trainer."

"It increased my confidence to stand in front of a group and give a talk and made me think about giving honest but fair feedback."

"Yes, useful in other speaking occasions"

"Yes. I find the learning cycle helpful when thinking about training others at work."

"Not really"

"Met some fantastic Wikipedians and has developed my confidence to edit."

"not really"

"other than what?"

"General presentation skills."

"Yes, good experience for work, and I mentioned it in a job interview"

"Yes"

"Useful in other training (e.g OSM)"

"Discovering my own learning style was a revelation!"

## Appendix 6: Are there any improvements you could suggest to the Train the Trainers process?

"The assessment, and the significance of lead trainer/ full trainer/ supporting trainer, could be articulated early on. Understandable that it wasn't at first because the accreditation was still being developed.

Make written materials available digitally. Make it clear that accreditation isn't necessary to run events.

Maybe look more at values and why we are doing what we're doing

Better and more timeliness in the feedback and accreditation.

The workshop was fine as "generic" training, but we have very specific topic knowledge to impart. Some further discussion needed.

-

not really

possibly something could be done to build in updates...for example wikidata was starting to impact editing during my Train the Trainers event, but it isn't clear to me how trainers will be brought up to date re wikidata.

Better slides

More pre and post-course interaction with trainers and fellow trainees - threaded discussions?

More efficient! Takes months for people to get accredited. 'Graduates' being more aware somehow that they are encouraged to go off and set up events

Levels of accreditation seem to have been based on position in WMUK hierarchy rather than on skill. I can see the sense in this, but it was not made clear before the event. Attending these courses seems to be slowly becoming a requirement for giving training for WMUK, which was not the stated purpose; the course should be an enabler rahter than non-attendance being a prohibiter.

Need follow up by giving people opportunities to use their new skills before they forget them.

I found the 1-1 feedback quite unhelpful actually, I didn't feel it was personal - as some of the feedback given was blatently incorrect and generic. For example, it was suggested that I walked across the projector beam and didn't distract anyone - but instead I had got trapped in a corner thinking that I mustn't cross the beam. The incorrect information really gave me little confidence in the remaining feedback. One thing I found really poor was that there was no opportunity to offer feedback on the day.

Just to note: I didn't get any 1:1 feedback or accreditation so I couldn't answer questions 10 & 11. I would advise that the trainers of the course have some equalities and diversity training.

This may be suitable for some people, but I found it hard to give a week end for this sort of stuff

no

Printed materials should be collated, not provided as single sheets, each numbered 1

No

Clearer explanations that the course focuses on soft-skills not editing and WP stuff. Better contact and follow up with our coursemates?

**Appendix 7: What further training do you think would be helpful? Other**

"We have had a focus on workshops for newcomers, but there is a lot that could be done in sharing intermediate and advanced skills within our community (e.g. becoming a Wikipedia admin). This has to be led by the knowledgeable people in the community, but could be helped by running a general skills-sharing event in a Barcamp format."

"Those that have gone through the TtT process should be heavily encouraged to start organizing their own events."

"Workshop on project management"

"I had another chance to meet Candy and bounce ideas off her, for PR-related things. We need more insight into institutions,"

"Meeting other WM trainers who weren't at my TfT course."

"Workshop on setting and running Wikipedia training events!"

"annual/biennial refreshers; perhaps other, less formal events where attendees get used to working with one another"

"Need sessions on Wikidata."

"Whats VLE?"

"I think that prospective trainers should get together sometime and discuss how they think things should be taken forward"

**Appendix 8: What would motivate you to lead or help out at more training workshops?**

"Very keen to be involved; free time is the only constraint."

"More free time to spend on training workshops."

"More central organisation from WMUK staff (i.e. "We're organising an event at location X, can anyone attend it?")"

"If they were useful events to people we'd not done outreach to before"

"Don't need extra motivation."

"I have done quite a number. Less "going in cold" with unclear context of previous discussions."

"-"

"Being asked"

"I am based well away from London which restricts my ability to attend many events. However, I hope I could help in the SE region in due course."

"n/a"

"Innovative themes"

"More regular, structured communciation about forthcoming training events."

"If I was a volunteer, perhaps awareness that there are many training materials that I can use to support my session."

"I am dying to get involved with more training workshops. However, I am a member of the WMUK staff and am concerned that volunteers will feel I am taking away opportunities if I help at a workshop. I have experience of one-to-one helping, but haven't led a workshop yet."

"More workshops in more diverse locations; better staff support for volunteers who want to set things up. More rapid reimbursement/advance payment of expenses."

"Knowing that I could plan for a particular type of audience. If I've prepared to give a session on an introduction to editing I don't want an audience who mostly know as much as me, and if I ran a session on a more advanced topic I wouldn't want someone who didn't know basics like linking."

"I am pretty motivated already! The major issue is my own time. The nearer the event is to me the easier it will be for me to find the time, but sometimes the events clash with something else I need to do."

"I'd happily lead or help out with any training workshops, if they were found in the north. Unfortunately, they appear to few and far between"

"If training was already organised nearby that I could help with."

"Having suitable opportunities nearby."

"an invitation"

"Not much, I need personal time."

"Nothing. Happy to help anyway"

"I have not had much feedback on courses that are being given"

**Appendix 9: What do you think would motivate typical Wikimedia UK Volunteers to lead or help at training workshops?**

"There needs to be recognition, which could be simple in the form of Real Life Barnstars and such. I hope that taking part in a workshop, and being observed by a more experienced trainer, would be an opportunity for informal accreditation and for listing on our site as a Wikimedia trainer. The prospect of being assessed might create stage fright and put people off, though, so it should only be offered when people are ready for it."

"Provisions of opportunities and invitations to do so, and recognition and publicity of their work."

"More central organisation (as above)"

"Recognition of importance of free knowledge, recognition that Wikipedia has a very large audience"

"More personal and targeted contact."

"Obviously midweek scheduling makes participation harder for most volunteers."

"-"

"Being asked"

"I think the geographical range could be expanded (although I don't see this as a criticism of workshops to date...the whole country is rather centralised)."

"I don't know."

"Appreciation"

"Motiviation is somewhat individual, depending on where one is in one's career, or retired. For me, expanding and improving my skillset is a motivator."

"Attending events in a support capacity first? Being invited to lead, being assured that long standing volunteers will not mind taking a back seat."

"If we could show people the impact past workshops have had it might encourage more people"

"Erm, see above. Community groups (eg Oldham, Girl Geeks, etc) are a relatively gentle introduction compared to learned societies and they exist more-or-less everywhere. Long distances and expensive journeys put people off."

"Knowing that the bits they don't want to do will be done for them. If I run a session I want it to fit with my diary, be an audience size subject and level that I am expecting. It also helps to have coffee and doughnuts laid on."

"Contributing to Wikimedia projects is all about sharing knowledge. When you train others to contribute you take it to the next level. You share your own knowledge of Wikimedia with the trainees and you share the trainees knowledge with the world."

"Publicity and availability would be the most important."

"More publicity and when events are coming up."

""typical Wikimedia UK Volunteers" does such a creature exist?"

"an invitation"

"Enjoyment."

"Real-world contract with other Submissions prior to the training"

"Not sure - I need to be more involved to answer"

"Clear description of course contents and expectations"

"A better sense of the community's goals"

# Appendix 10: How would you like the TtT programme to develop?

"It needs to be owned by the community, which means lead trainers taking an active role in training and assessing. Ideally, we've had more lead trainers"

"Focus on groups of volunteers in specific regions, with existing knowledge of the Wikimedia community, and give them training on how to share their knowledge with others."

"Possibly a followup training event (more specialised)"

"Look more at values and why we are working on open knowledge"

"A developed programme of training, rather than what seems quite a one off that TtT appears to be at the moment."

"Current definitions of purpose and accreditation categories are inadequate, it seems. We need at least to be clearer on "professional development".

"-"

"Not sure"

"Again, I think the geographical spread is important."

"I don't know."

"Na"

"I think you need to be identifying, targetting and nurturing suitable people further ahead of time."

"Have refresher sessions included Bring in teachers with perhaps less Wikipedia experience, but could be trained up in this area"

"The section concerning giving positive feedback was invaluable. I would like to see this expanded upon, with more people attending."

"I'd like to see more people going through the course, more opportunities for "graduates" of the course to run events, and opportunities for trainers to discuss how they put into practice what they learnt on the course."

"I would like an email every month or two asking me if I'm available to help on upcoming sessions. Plus it would be great if I could give some dates, subjects and level and have the venue and audience sorted for me."

"The suggested workshops on communication skills and people management sound very useful. I would say people should probably attend the main TtT 2-day course first and then have the option to go to the others once they have tried out there skills at an event."

"Besides the feedback given elsewhere, very little I can add"

I don't think that particular course is needed and would be interested in seeing other options and what other training providers could offer.

"Through trainers working together on an overall plan"

"Wiki code based"

"More expansion, possibly have minor agendas at meetups."

"It needs to show its benefits. No point training people if they don't make use of what they've learnt. So more of the same, but only where there is a real demand"

"Not sure - I need to be more involved to answer"

"-"

"More of the same"

**Appendix 11: What Wikimedia-related training workshops would you like to attend?**

"How to be a Wikimedia admin; Wikidata; Lua; implementing content partnerships (bulk uploading to Commons and so on); writing for The Signpost; using the MediaWiki API"

"N/A"

"* Any"

"Something on Wikispecies or Wikiversity"

"All of them."

"Something that reviews recent changes on WP and around it - the current technical situation."

"-"

"Not sure"

"Wikidata is an example of something I need to know more about"

"I am happy as is."

"Na"

"Any that would help me to become a better trainer and editor."

"Wikidata Visual editor Choosing topics for editathons (often tricky!)"

"I don't have a good understanding of WikiData, a crash course in how that works might be useful."

"I would like to see training in lots of areas, eg continuation of the media training, training in events management, etc to truly empower volunteers. Something that resulted in recognised qualifications might be nice."

"Wikidata, AWB, taking good photographs"

"I would be very interested in a workshop on developing the MediaWiki software and working with it through the API."

"I don't mind, would be willing to attend pretty much any."

"I'm not sure. A Wikimedia trainers meet-up regularly might encourage more to organise events."

"Editing on tablets"

"Meta data text to speech"

"People management."

"Don't know"

"Not sure - I need to be more involved to answer"

"-"

"Coding, web-development, Wikidata?"

## Appendix 12: What Wikimedia-related workshop would you like to help deliver?

"Wikimedia for educators; wikimedia for researchers; overview of wikimedia for complete newcomers"

"Innovative workshops, such as the first-ever editathon, and the CRUK workshops were. Unfortunately I currently lack the time to do this sort of work."

"* Advanced technical permissions related workshops (administrator/bureaucrat/checkuser/oversight). * Introduction to editing workshops"

"Workshops to people who may not usually take part in Wikimedia editing"

"All of them."

"On the VLE, and its generation of content, as part of the "training gamut" for all audiences."

"-"

"GLAM especially. Not images"

"I would like to contribute in the NW region initially."

"I am already delivering workshops!"

"Na"

"Any that would help enhance the reputation of WM and lead to us attracting/creating more quality regular editors."

"Workshop for people for how to set up own Wikipedia editing/training events to get more scale"

"I am a member of academic interest groups and I have at times wondered whether it would be worth tagging a Wikimedia training workshop onto the end of events they organise, for example conferences."

"I suppose I could talk to people about what I know about organising/running events."

"Uploading and using images. Introduction to Wiki-editing"

"I am supposed to be accredited for member training but it has yet to be clarified what this means. It would be nice to do a training session for people familiar with Wikimedia projects who want to take it further."

"I'd happily lead sessions on Wikipedia to pretty much any audience, and I'd help out on other wikimedia projects."

"I'm not sure I have enough knowledge to deliver an event; but I am willing to help out at any nearby."

"Uploading photographs from deceased family members by the people who hold the copyright"

"Numerous"

"Editathon."

"Any"

"I am happy to help (and later on to lead) workshops for aspiring editors. My fields are scientific and also local history"

"QRpedia"

"GLAM related stuff. Edit-a-thons, community events"

## Appendix 13: Which do you think are the most important skills for the Wikimedia UK community to have?

"Professionalism (in the widest and most positive sense), social skills, ability to adapt our training to the audience. Telling the audience things they're interested in instead of things we want to say. That's how we will look like a credible training organisation and not a bunch of stereotypical computer nerds."

"Ability to teach others, to understand the ethos of the Wikimedia community, and to be able to be deeply involved in WMUK's activities."

"Flexibility to work with different people"

"Patience, seeing a bigger picture, ability to work with people from many countries, specialisation"

"."

"(1) See the projects from the outside as well as from within, (2) articulacy on the importance of the work, (3) realistic tutoring approach to editing"

"-"

"All sorts of skills are needed, not all in the same people"

"Ability to make learning about Wikipedia interesting and relevant."

"Interpersonal skills and confidence"

"Networking and fundraising"

"Confidence, positivity, humour. Also enthusiasm, approachability, empathy."

"Wikimedia UK trainer community? Perhaps People skills? How to interact with newcomers to Wikipedia, what are the most important learning points to provide them with. Being organised - many training events fall through because they lack structure, and attendees are not enjoying them."

"Good communication"

"Patience, listening, honest but balanced feedback, learning from each other"

"Dealing with difficult people. There are lots of different skills needed within the community."

"Communication is number 1. People management is useful for trainers. We need some people with skills with coding MediWiki."

"Good communication skills and a passion for the projects"

"No sure who is meant by Wikimedia UK community?"

"It is hard to be prescriptive for such a diverse group of people"

"language skills empathy people skills"

"Collaboration."

"Technical competence, empathy, communications"

"Knowledge of the field in which they are writing, the ability to recognise gaps in that knowledge and the motivation to fill those gaps."

"Thick skin"

"Communication - in every form."

# Appendix 14: What more could be done to develop these skills?

"Dedicated modules in the VLE about training; Skills exchange workshops; Informal reviews of training to result in public outputs so that people recognise that quality is taken seriously. We need to take a stronger line encouraging the most skilled people and appropriately steering less-skilled people, because there are people who enthusiastically volunteer for events but who have not yet got all the skills to lead and take responsibility for them."

"Sharing information and opportunities to learn as widely as possible."

"More TtT events and opportunities to network"

"People with different skill sets and knowledge bases working together, not just WMUK but from other chapters and individuals"

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""Topic knowledge" needs a forum - the wiki attached to the VLE could be that."

"-"

"Online training is a way forward for many things"

"The course was fine on the most important skills but there are specialist areas that need to be covered. Wikidata is an area which I have already cited."

"I don't know an easy answer"

"Conferences and seminars"

"More WM community events, like the meet-ups, and encouraging people who could be good trainers to attend them."

"I am not sure. Perhaps by making sure we recruit trainers that already have teaching skills."

"Asking people to keep using what skills they have so they don't atrophy, perhaps have refresher courses"

"Some things you can't teach, but things like TtT go a long way to making people think more about these things"

"Training sessions on the new things - visual editor and Wikidata. A skillshare event for volunteers to cross train"

"Workshops."

"Most people will already have the passion, and I think you're on the right track for the communication skills."

"As above."

"Bring trainers together to share their experiences and to create framework for future development"

"more than what?"

"Encourage meetups."

"I can see where this is leading... More training courses"

"Not sure"

"-"

"Develop ambassadors to work with outside communities."

# Appendix 15: Any other comments?

"Possibly the most valuable thing the TfT workshop did was expose and challenge the "pecking order" among Wikimedians with greater numbers of edits being assumed to confer more expertise. This is a long-term problem for WMUK and progress on it needs credible external advice of this sort."

"It might be nice to have networking events specifically for trainers. (or possibly tack these on to the standard meetups somehow)"

"I'd like to see more outreach to non typical Wikipedia editors, e.g Women's Institute, prisons, etc"

"The training programme needs more work on standard handouts, building on the cheatsheet."

"-"

"I enjoyed the course."

"Thank you!"

"Thank you. Might be worth telling people at first how much the survey might take."

"TtT should definitely continue; many of its outcomes may be intangible, but don't underestimate something's impact just because it can't be tracked on a spreadsheet."

"Having trained us up you need to use us. It would be nice to know when going on such an expensive course, what is the expectation for sessions of training subsequently delivered."

"2 days was very intense and it wasn't made clear that the hotel had pre-booked rooms available. We travelled to and from the events which meant we were exhausted. I have discussed my concerns about judgemental comments made by one of the trainers."

"I would like to see professionally run courses delivering accredited Continuing Professional Development training"

"No"

"Training is good, but there is no substitute for doing something foot real"