

Instructor Selection Guidelines

1. Instructor Selection

Instructor selection is one of the most crucial steps in a successful In-house program. The instructors are the face of DHI education and make a lasting impression on students. When presenting a In-house program for the first time, DHI encourages companies to select instructors who have taught at the national level. It would be advisable for each experienced instructor to be shadowed by another qualified employee of the company who is interested in becoming an instructor. The employee then gains valuable experience and insight into DHI's instruction methods without having to be on his/her own the first time out. The company then can develop a team of instructors for future programs.

All potential instructors must complete and submit DHI's required paperwork (found at this link, <http://www.dhi.org/INDUSTRY/education/courselistings.php#Instructors>) in order to teach any classes hosted January 1, 2010 or later.

Prospective instructors for the In-house training program should also meet the following criteria:

- Be actively engaged in the Commercial Door and Hardware Industry and/or related to the specific industry related to the course(s) taught.
- Be an individual member of DHI in good standing, or a relevant industry association.
- Have specific expertise in the subject matter they are instructing.
- Be able to communicate effectively with the students. For example:
 - Be comfortable speaking in front of groups.
 - Be able to tactfully deal with difficult students.
 - Speak clearly.
 - Use correct language.
 - Understand and interpret questions properly.
 - Be able to demonstrate thorough general industry knowledge.
 - Follow established lesson plan(s) for each course they instruct.

2. Instructor Responsibilities

- The Association's training program consists of groups of courses arranged in a tiered structure. Each course builds on the information presented in preceding course(s). The DHI Education Council (EC) has determined the curriculum for each course. In order that students taking courses at the national and local levels receive the same education experience, instructors are asked to follow the established curriculum and lesson plan for their respective course(s). Instructors should not deviate (e.g., add to, take away from, or otherwise modify the course curriculum) from the formal course curriculum. Instructor materials will be sent in advance of the course.
- Each course should have two or more instructors. For classes with two instructors, one must be present in the room at all times, for those that have more than two instructors, at least two instructors must be in the classroom at all times.
- Instructors are expected to adequately prepare for their presentations prior to the start of their course session. If an instructor has any questions or concerns with the materials, or believes that there are errors in the material, the instructor should contact DHI Education staff as soon as possible.

- Instructors are encouraged to draw on their personal industry experiences when presenting their material to the class, as these experiences will help to illustrate relevant points.
- Instructors are encouraged to differentiate between expressions of opinion and substantiated knowledge when discussing methods, products, and services.
- Instructors are required to refrain from making derogatory comments regarding the state of the distribution channel (e.g., manufacturers vs. distributors, distributors vs. sales agents, or any combination thereof). Likewise, derogatory comments towards other DHI instructors, instructor teams, and DHI staff and leadership are not acceptable behavior.
- Instructors are representing DHI and are expected to conduct themselves accordingly. Humor, appropriately interspersed into the classroom, is an essential tool in imparting knowledge to students. The use of foul language, lewd comments, and demeaning or degrading *humor* in any format (e.g., props, slides, pictures, jokes, etc.) is not permitted under any circumstance.
- As representatives of DHI, instructors must remain conscious of their role in the teacher/student relationship at all times. Accordingly, instructors are discouraged from participating in activities or behavior that compromises the integrity of DHI's reputation (please see DHI's Volunteer Conduct Agreement form). Such activities and behavior include, promising or guaranteeing students' success; inappropriate fraternization; and, accepting alcoholic beverages from students, or purchasing alcoholic beverages for students.
- Instructors are responsible for maintaining a proper learning environment in their classrooms. Disagreements between instructors must be resolved quickly, outside of the classroom, and clarified in the classroom once resolved.
- Instructors are required to refrain from endorsing or degrading products at any time during class sessions. Occasionally, it will be necessary to discuss specific products in order to emphasize a feature or function. In this situation, instructors are required to acknowledge the reason they are addressing a specific product.
- Computer files or programs and any/all course materials are the property of or intellectual property of DHI and may not be used for training purposes other than for the specific training session for which they were purchased. Under no circumstance may the presentations and associated files be given or otherwise transferred to other persons, for any use, without express written consent from the Education Department of DHI.

3. Instructor Expenses

It is the responsibility of the company to procure instructors and to pay any expenses incurred with travel, meals and lodging (DHI has a listing of potential instructors that can be used for assistance when having trouble finding instructors - DHI does not guarantee instructors on this list will fit the needs of all companies). Typically, DHI pays for travel costs (airfare, taxi, or mileage), hotel accommodations, and a per diem for meals. Companies may work out individual arrangements as necessary.