

begin2ride Instructor Overview (10.10.09)

This is a very important position for our organization. Please know that much of the students' contact with us is you. We are in the business of "guided discovery". Also, the begin2ride (B2R) program instructor is crucial in promoting our image as a professional educational institution.

An important technique in managing our potential beginner students is to recognize that they are not motorcyclists. The potential students are from the general public, with a broad spectrum of ideas about motorcycling. These beginners have many ideas (real and/or imagined) about training, and many wants and needs that may, or may not, line up with what the B2R has to offer. There is much misinformation purposely put forward to the general public about motorcycling for various reasons. However, by guiding their understanding, our potential students may recognize that there is something we have to offer that may work for them.

To reduce and manage confusion, we require our instructors' public statements about our policies and procedures be directly correlated and referenced to our public documents. In particular, instructors are required to be fully familiar with the Student Skills Booklet, the web site students use to gather information about the program, and the phone information system accessed by students and prospective students.

If an administration type question cannot be answered by reading/listening one of these documents, the instructor is required to tell the student that they do not have an answer to that question, and the student should call the office. Even if the instructor thinks he knows the answer, if it is not on the public documents, he must call the office, or refer the student to the office.

This is a purposeful technique to give the potential students more time to understand what they are questioning, and more time to internalize what information they have just received. Guided discovery cannot be rushed.

Note: motorcycling and motorcycle training is not for everyone. Remember, the general public has many ideas (real and/or imagined) about motorcycling that may not align with ours. This is why it is best to stick with reading the documents.

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