

A Starting Point for the Begin2ride Instructor

The Instructor is a very important position for any educational organization. We are in the business of “guided discovery”. The Begin2ride (B2R) program instructor is crucial in promoting their home site’s and the B2R program’s image as a professional educational institution, and you are the face of these educational institutions to the public.

An important technique in managing our potential beginner motorcyclists is to recognize that they are not motorcyclists. The beginner students are from the general public, with a broad spectrum of reasons to take Begin2ride and of ideas about motorcycling. These beginners have many ideas (real and /or imagined) about motorcycles and motorcycle training. The students have different wants and needs that may, or may not, line up with what the B2R has to offer. For various reasons, there is much misinformation purposely put forward to the general public about motorcycling. 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 recommend our instructors’ public statements about policies and procedures to be correlated and referenced to the public documents of their training site. In particular, instructors are to be fully familiar with the Student Skills Booklet, the web site(s) students use to gather information about the program, registration confirmation materials from the site, 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, it is suggested that the instructor is to tactfully tell the student that they do not have an answer to that question, and the student should call the office. For instructors, it is a best practice that administration type questions are answered from the published materials.

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 received earlier. 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 our reality. We are providing information about motorcycling so our students and prospective students can make informed choices.

This is why it is best to stick with referencing the published documents regarding administration and educational policies when answering most questions from your students who are brand new to motorcycling. Of course in the experienced rider courses, all participants are motorcyclists and the instructor can then use the many unique experiences that she/he has to communicate the nuances of the answers to experienced rider questions. By being especially careful answering your beginner (not necessarily

motorcyclists) students will give your administrators advantages to finding the best possible solutions for students who may have special request and/or needs.

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