

Train the Trainer 2025: Feedback and Evaluation Report



Wikimedia UK Train the Trainer August 2025
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The most recent iteration of Wikimedia UK's flagship Train the Trainer (TtT) course took place from July to August 2025.

Volunteer trainers are at the heart of delivering Wikimedia UK programmes, and this programme is designed for volunteers who are keen to drive their own Wikipedia editing events, or at events arranged by or in partnership with Wikimedia UK. Our trainers serve as community leaders, and also help expand our reach to communities who are underrepresented on the Wikimedia Projects. We currently have 62 of them in 33 different locations across the country, all involved in various aspects of Wikimedia work.

One of our key objectives in this iteration of Train the Trainer was to increase the diversity of our training pool. In the call out, we explicitly welcomed and encouraged people from Black, South Asian and minority groups; women; and members of the LGBT+ community as well as trainers from Wales and Central England. In total, we received 23 applicants from eight countries. Interestingly, 25% of UK participants had recently moved to the UK, had experience of Wikimedia projects in other countries, and wanted to be a part of the UK Wikimedia community.

In response to the demand for the course outside of the UK, we developed a new online aspect of the programme to allow for international participation. This was developed in part by taking onboard learning gained from Train the Trainer in Africa (with Tochi Precious), 2023. One of Wikimedia UK's strategic aims is to make a significant contribution to the overall Wikimedia ecosystem through international support, collaboration, leadership and innovation. Part of this includes supporting less-resourced communities, particularly those from the global majority. We actively sought to include international participants so they could acquire the necessary skills to enable them to serve communities in their respective countries.

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Both the UK-based and international participants took part in a four-week online WikiLearn course and an online Introduction to Wikipedia edit-a-thon, which was delivered by Fran Allfrey (UK Wikimedian of the Year 2024). We then had an in-person training event in Birmingham, UK, attended by 12 participants who will become part of our network of trainers that support Wikimedia UK programme activity in the UK on an ongoing basis. In addition, 19 people from seven different countries registered and attended a series of three online training sessions.

Overall course content was broadly similar for both the UK & International contingents, with only slight differences in activity to suit specific circumstances relevant to each. All training was delivered by Dr. Sara Thomas, Programme Manager at Wikimedia UK. The training was fully funded by WMUK and remuneration for childcare and data subsidies were offered where appropriate.

Objectives

The majority of the participants in the UK contingent were from university/library backgrounds, and some already had some experience of leading Wikimedia training sessions with clear ideas of topics, worklists and audiences that they intended to engage. Others were very experienced editors but with less experience in public speaking or delivering training events. Participant objectives included learning how to deliver Wiki training, connecting with the wider Wikimedia UK community and gaining the skills to be able to support others.

Feedback from in-person participants

We had a response rate of 42% which is slightly higher than the previous year's. Those who responded rated the training and all of its parts as good or very good (Very Good being the highest).

80% of respondents agreed or strongly agreed that they felt confident in delivering Wikimedia events. 80% of said they agreed or strongly agreed that they had learned a new skill as a result of participating in the training. 100% of respondents agreed or strongly agreed that they had refined an existing skill as a result of attending TtT25 and 100 % also agreed or strongly agreed that they felt equipped to make positive changes in their communities as a direct result of participating in the training. 100% of participants also either agreed or strongly agreed that they had learnt something about a group different to them.

One person commented:

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The WikiLearn course was very valuable as it prepared me for the in person training

The WikiLearn course was introduced in 2023 to formalise and improve upon pre-course information and learning prompts which had previously been sent out by email, or only upon request. The 2025 content improved upon the 2023 content, and the course was also used to informally assess participants' knowledge and gaps, which then informed the content of the in-person sessions.

Below are some of what people found most useful/valuable about the training:

- Discussion on different workshop formats and programmes
- Hands-on sessions such as planning for the example event and the two-minute presentation

Respondents were very positive about the trainer's style and delivery of the training. Due to the session being in-person, it gave the facilitator flexibility to assess the room and use different techniques to engage participants who were able to understand why particular techniques were used.

Sara was amazing, I learnt a lot from her

It was really engaging. I have been to events where sometimes participants feel tired, and their energy level drops. Here, it was beautifully managed by engaging the participants.

I really enjoyed Sara's training, and I learnt a lot over the weekend in Birmingham.

One respondent commented that they would have wanted more time to practice the skills they had learnt. (*See Ongoing Support Offered to Trainers in 2025).

Constructive feedback and future improvements

The following constructive feedback was noted and we will be mindful of it when developing future TtT courses:

"An early introduction to more of the editor and training communities (beyond Teahouse) that can help folks feel supported and connected would be useful."

"Maybe make the evening meal optional? In retrospect, I would have benefited from a break between the two days of training"

"The entire training was well designed. Only if more time had been given for the demo presentation, I think it would have been really nice and exciting."

Feedback from online participants

47% of people who attended the online portion of the training responded to the feedback request.

100% of respondents rated the training and all of its parts as being Good or Very Good.

89% strongly agreed they had learnt a new skill and refined an existing skill (the remaining 11% agreed). 89% strongly agreed they learnt something new about a group different to them. 89% reported they strongly agreed they felt confident about delivering Wikimedia events (11% agreed)

100% of participants strongly agreed they felt better equipped to make positive changes in their communities.

Participants found the following aspects most useful/valuable:

- *Practical facilitation techniques and the focus on building stage presence and confidence.*
- *Interactive exercises and peer feedback and the emphasis on engaging newcomers and creating inclusive learning spaces.*
- *How to read body languages, facial expressions during training sessions and also how to keep on engaging online participants during hybrid training.*
- *Group dashboard and account creation and setting up.*
- *Event management and On-wiki tips and tricks*
- *The mock editathon, online sessions and activities, plus the chance to discuss and learn from each other.*



The virtual session was the most valuable part of the training for me. It transformed the theoretical knowledge from the Wiki Learn course into practical skills. I have the opportunity to engage in a collaborative environment with trainers in the break-out rooms and receive direct feedback on our communication and teaching styles which was instrumental in building my confidence as a trainer.

Constructive feedback and future improvements

Participants also provided a range of constructive suggestions to inform the development of future iterations of the Train the Trainer programme. A key theme emerging from the feedback was the value of integrating theory and practice more effectively. For instance, combining the WikiLearn course with practical edit-a-thon participation to enable participants to apply their learning in real time. Respondents also highlighted the benefit of incorporating additional opportunities for hands-on facilitation, peer-to-peer feedback, and structured role-play exercises to build confidence in delivering sessions and managing challenging scenarios.

Further recommendations included offering post-training mentorship or follow-up support to help new trainers as they begin leading their own events. Participants also proposed practical enhancements such as improving the mobile accessibility of the WikiLearn platform and introducing micro-grants to enable trainees to organise local Wikimedia events, thereby reinforcing their learning and supporting community engagement.

We will take the above into consideration when designing and delivering future iterations of the training.

Ongoing support for UK-based Trainers in 2025

The 2025 cohort of new trainers will receive mentorship from more experienced trainers through their first two wiki events. This is new and exciting additional support and we will be monitoring its effectiveness over the coming year. (Unfortunately, due to capacity constraints, we are currently not able to offer this support to those outside the UK.)

As in previous years, new trainers have the opportunity to play a support role at events instead of taking the lead. This gives them the opportunity to learn and build their confidence and skills in real environments without the pressure of leading a session.

In response to the need for general edit-a-thon events both for new editors, and for new trainers to develop their skills, we will be holding a series of regular online sessions open to the general public, which will be delivered by a new trainer supported by an experienced member of staff.

Conclusion

Overall, the 2025 iteration was an impactful and inspiring course. It was great to see the level of genuine enthusiasm and openness to learning and sharing. We were particularly thrilled to see the connections made between international and UK participants. Participants overwhelmingly reported feeling empowered and equipped to deliver Wikipedia editing sessions in their own communities and having learnt a new skill or refined an existing one as a direct result of participating in TtT2025.

If you're interested in becoming a Wikimedia UK trainer, our next Train the Trainer course (for new trainers) will take place in 2026. To find out more or register your interest, please email: rupal.karia@wikimedia.org.uk.

