

Train the Trainer

Introduction

Training and developing others is one of the most exciting things that a training or HR professional can do, yet it can be daunting. In this course we will give the participants the skills, knowledge and crucially, the confidence to deliver superb training and learning events which lead to measurable results and enthusiasm from their participants.

The course takes a new or established trainer through a step by step process, from deciding if training should take place, choosing the appropriate training, planning the event, designing and delivering the event and finally evaluation. It aims to show participants the 21st century training methods to ensure excellent outcomes to all their training or learning events.

Objectives

By the end of this course participants will be able to:

- State what a trainer's roles and responsibilities are and what attributes are necessary for the role
- State the qualities of a good trainer
- Explain the training cycle
- Explain how different people learn
- Explain the four different learning styles and how to adapt their training to suit each style
- Discuss the benefits of moving away from 'chalk and talk' training to 'experiential learning techniques'
- Describe how to plan a training course from pre to post course
- Explain the variety of training tools/methods available to a trainer to help facilitate maximum learning and explain how to use them effectively
- Plan a practical training session to achieve pre-determined objectives
- Design structured course material to match the course structure utilising brain friendly learning and accelerated learning techniques
- Identify how to establish a rapport with learners
- Demonstrate the relevant skills and behaviours required to be an effective trainer
- Maximise communication skills in a training environment
- Promote professional presentation skills conducive to a learning environment
- Deliver structured training sessions to promote learning
- Use to maximum effect various training aids and media to ensure the correct course methodology for the subject in hand
- List maximum impact motivational and facilitation skills to motivate and enthuse the training audience
- Explain facilitation techniques to identify, control and manage groups and in particular difficult training participants
- Explain how to evaluate and measure the effectiveness and impact of their training and report this impact using practical feedback on participants
- Promote mediums for trainers to continually develop

Content

A sample of what is covered includes:

Training, You and Your Audience

During this session participants will look at the capabilities needed to be a creative and motivational trainer as well as looking at how people learn and how creative learning techniques can enhance each person's learning experience for the benefits of the business. The session includes:

- Review of the participants' experience in and knowledge of the course topics and techniques
 - Individual learning and needs analysis so that everyone knows what level they are at and where they would like to reach by the end of the training
- Foundation tools
 - Mind mapping
 - DVD Tony Buzan, creator of Mind Maps
 - Brainstorming
- The skills and knowledge of an instructor
 - Identify what excellent instructors do
 - Identify own skills and then plan to improve
- Learning Styles
 - Analysis of the participants' preferred styles - self profile
 - How people learn
 - Why people learn
 - The basics of communication
 - How to use this information
- Who are your learners and what do they want?
- What makes for success or failure in training?
- 'Chalk and talk' versus 'Experiential learning' - Brain friendly learning and accelerated learning and how this impacts on the learning experience
- The learning cycle
- Working with our trainees - behaving like a trainer not a teacher or a lecturer
 - Motivating learners and providing enthusiasm
 - Overcoming logistical crises
 - Self-directed learning
- Training and instructing
 - The difference between training & presenting
 - Specific skills
 - Common skills
 - Practical skills practice

Planning and Structuring a Training Event

During this session, participants will develop a practical framework and structure that will enable them to plan their training sessions to make them creative, interesting and interactive so that their trainees are motivated and involved at all times. The session includes:

- Planning a training or learning event using brain friendly learning techniques
 - Setting effective objectives
 - A process for setting objectives
 - Structuring a learning event
 - Different types of events for different purposes
 - Practical tips for different types of training event
- Structures for training
 - The Training Cycle - moving from inception to execution to evaluation
 - The processes - ensuring your training meets its objectives

- The lesson or session plan - designing structured trainer's notes
- Alternative Training Methods
 - An overview of principal training methods
 - Matching training objectives and learning styles with training methods
 - Exercises, games, case studies, skills practice sessions and other alternative training methods
 - Use of video as a training method

Overnight coursework - participants will be asked to start thinking about preparing a subject for their own training sessions to be delivered on Day Three. These can either be work or non-work related but must be designed from scratch and be interactive and motivational.

Delivering a Training Event

During this session, participants will look at the fundamentals for delivering a training event and make sure that they plan for all eventualities. Any successful training event will be measured by the efficiency of the pre-delivery preparation. The session will include:

- Practical issues
 - Using visual aids to maximise the learning experience
 - PowerPoint
 - Flipcharts
 - Handouts
 - Preparing support materials to match the correct methodology for the subject in hand
 - Working with training tools and equipment
 - DVD Clips on How to Present and How Not to Present
 - DVD - Ten Training Tips
- Evaluating Training
 - Kirkpatrick evaluation measurement
 - How to measure learning outcomes
 - Did you meet training objectives?
- Observation and Feedback Techniques
 - Setting the scene
 - What to look for
 - Recording the information
 - The rules for feedback
 - The order of feedback
 - Direct feedback and coaching feedback
 - Practical practice sessions and activities using tailored scenarios

Overnight coursework - participants will take their ideas from Day One's overnight work and now plan and design their training sessions for deliver on Day Three.

Managing Your Audience and Your Delivery Style

During this session, participants will develop their own confidence and skills to enable them to manage their audiences as they will now be confident in their planning and the information they are going to deliver. The session will include:

- Dealing with people
 - Dealing with Questions
 - Reflect and deflect strategies
 - The Car Park
 - Dealing with difficult participants - strategies
 - Managing conflict

- Kraybill conflict style inventory - personal profile
- Coaching & facilitation - developing learning from the trainees rather than just telling them the answers
 - Coaching Skills
 - Facilitation skills
- Preparation for the practical exercise
 - A minimal amount of time will be given to finalise training sessions and get feedback and assistance from the training consultant

Putting it into practice

During this session, participants will be able to deliver their training sessions to the rest of the group. They will also be given feedback from their colleagues and the training consultant to take back to the workplace and formulate a developmental action plan for the future. The session will include:

- Practical training delivery sessions
 - Working in small teams to plan and deliver practical training sessions
 - Structured feedback from the group and the training consultant
- Personal development
 - How to ensure that learning and development continue after the end of the session or programme
 - How to promote individual trainer development to ensure a fresh and new approach each time and every time
 - Practical action-planning

