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# Train-the-Trainer: The Practical Trainer

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## Course Overview

Training is vital to a learning organization and a cornerstone in the improvement process. It imparts the skills and knowledge that people need in order to address business opportunities, solve problems and improve processes. The results are too important to leave to chance. Helping managers and supervisors recognize the practical skills they need to “stand and deliver” and giving them the opportunity to practice these skills in a safe environment will be the key benefits of this training workshop.

## Pre-Workshop Assignment

Come to this workshop with a topic or subject in mind, something you have been asked to do or want to do, as part of “on the job” training. It might even be a topic in which you have done some “training” but feel you would like to do a better job of it.

## Learning Objectives

- Recognize the importance of considering the participants and their training needs, including the different learning styles and adult learning principles.
- Know how to write objectives and evaluate whether these objectives have been met at the end of a training session.
- Develop an effective training style, using the training aids and techniques that are appropriate.
- Understand the importance of an instruction guide to help a trainer prepare and deliver effectively and consistently.
- Conduct a short group training session that incorporates these training concepts.

## Outline

### Day 1

- Introduction, Objectives, Agenda
- Discussion of pre-assignment
- Defining a successful training program
  - For the trainer
  - For the participants
- Adult Learning Principles
  - What we know
  - Learning by doing
  - How this knowledge can be incorporated into training
  - Resistance to change
- Learning Styles
  - Interpretation
  - The learning cycle
  - Application
- Developing Training Objectives
  - Provide reasons for learning
  - What do we want them to learn?
  - What techniques can we use to help them learn?
- Establishing performance standards or outcomes
  - Demonstrate end-results
  - Measurement vs. counting

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## Day 2

- Reconnect
- Effective trainers versus ineffective trainers
  - Empathy
  - Delivery
  - Preparation
  - Practice
- Visual aids or training aids at your disposal
  - Flip charts/overheads/videos
  - Electronic aids
- Training Techniques
  - Advantages vs. disadvantages
  - When and how to use them
  - Lecture-style presentations
  - Large group discussions
  - Small group discussions
  - Demonstrations
  - Case studies
  - Games and exercises
  - Role Plays
  - Questionnaires, Tests and exams
  - Ice-breakers and energizers

## Day 3

- Reconnect
- Develop an instruction outline
  - Learning styles
  - Adult learning principles
  - Training tools
  - Training techniques
  - Time frames
- Presentation Skills
  - Poise and appearance
  - Set up
  - Getting rid of nervousness
  - Practice
- Presentations and Feedback
- Review and Evaluation

### **Post-workshop follow-up:**

Participants will be asked to complete an impact evaluation six weeks after the training has been completed, to determine whether they felt the workshop was valuable to them and whether they were able to use the concepts discussed when they were back in the workplace.