Duration 5 Days

Introduction

Keeping information fresh and reinforcing new learning is a constant challenge to the adult trainer. How do you choose activities that are fun but meaningful? How do you assess the level of knowledge already in the room? Is there a formula for creating a successful training session? Find out during an active day of training the trainer. Whether you need to train inexperienced trainers or infuse a little energy into seasoned professionals, this train-the-trainer program will teach participants how to determine the needs of an audience, improve classroom charisma, handle hecklers, use activities effectively, and more.

Who should attend?

- Train the Trainer course is designed for HR, sales or design teams; internal trainers, facilitators or managers - anyone who wants to boost the effectiveness of their training!

Course Objectives

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

- Identify the characteristics of an exceptional trainer.
- Explain how adults differ from children in the way they learn.
- Understand and identify different behavioral styles and adapt training as necessary. Participants will demonstrate their understanding of new material through completion of case studies.
- Explain what a solid training program looks like.
- Describe a needs analysis and why it is a necessary step in any training program.
- Explain various methods for making lecture-based programs active.
- Develop strategies for handling hecklers, bullies, and other disruptive participants.
- Point out the highlights and pitfalls of various visual aid options and classroom seating arrangements.
- Present information in a clear, concise, engaging manner. Participants will demonstrate successful understanding of key concepts during a practice presentation.

Training Methodology

- Based primarily around lectures, the seminar will include a number of case studies and exercises which will be undertaken in team format
- Discussion groups on certain topics to provide practical application of concepts to the attendees own organization
- Networking amongst attendees to discuss mutual business issues

Course Outline

1. **Day One**
   1.1. Characteristics of Exceptional Trainers

   Some trainers are excellent. Some are less than stellar. Most fall in between. This foundation lesson defines the characteristics of exceptional trainers and what it takes to become one of the best. Further, it explores the pitfalls poor trainers experience and how to avoid them.

   1.2. Understanding Adult Learning Principles

   Adult learners are unique: they are people with years of experience; they have established values, beliefs, and opinions; and they have a deep need to be self-directing. This component explains adult

learning principles and styles. Using Business Training Works' signature diagnostic tool, The Communication Jungle, participants will identify their own training styles, the styles of their different types of adult learners, and how to adjust to each for better learning.

2. **Day Two**

   2.1. What a Solid Training Program Looks Like

   In this unit, participants will review the elements of a successful training program including such features as needs analysis and evaluation.

   2.2. Needs Analysis: From Performance Gap to Objectives

   Whether a trainer is developing a program from scratch or teaching existing material, a needs analysis is critical. How do you know if your training dollar is being spent wisely? Is training the best solution for improving skills? Using a six-step model, participants will learn how to determine what their participants think is important; what they don't know that they need to know in order to do their jobs; if training is the best approach for acquiring those skills; and how to write solid training objectives.

3. **Day Three**

   3.1. The Trainers' Tool Chest: Icebreakers, Energizers, and Activities That Teach

   Active training equals effective learning when done well. When done poorly, however, activities fail to tie in to learning objectives. This segment introduces 25 proven "training games" and how to use them for maximum impact to keep learning fresh and energetic.

   3.2. Know-It-Alls, Talkers, and Bullies: Managing Hecklers

   It is sometimes said that "there is one in every group." A difficult person makes the trainer's job a challenge at best. Learning how to manage those participants who don't want to be in training is an essential skill of top trainers. This module explores handling difficult people and how to turn them into active participants in the learning process.

4. **Day Four**

   4.1. Flipcharts, Power Point, and Slides: Effective Visual Aids

   Choosing and using visual aids is an integral part of the training process. This section reviews available options and the benefits and drawbacks of each.

5. **Day Five**

   5.1. Trainers' Couch: Answers to the Toughest Questions

   What do you do when you don't know the answer? How do you keep training fresh and interesting to the trainer? What if your participants just aren't responding? This challenging discussion gives participants an opportunity to solve the problems encountered by both experienced and new trainers alike.

   5.2. Group discussions

   5.3. Simulations exercises

   5.4. Case studies

   5.5. Implementation issues and review