

Program Delivery Timeframe: 4.0 days total

- Daily timeframe approximately 8:30 a.m. – 12:30 p.m.

Overall Program Objectives:

As a result of participating in this training program, participants will learn how to:

- Develop an understanding of the principles of adult learning;
- Apply these basic principles of learning in the role of trainer;
- Analyze training needs that may exist in your business area;
- Perform a task analysis for on the job responsibilities;
- Develop learning objectives for an on the job training segment;
- Create an outline of training content for use in on the job training;
- Select appropriate training methods for on the job training;
- Select and develop appropriate training aids;
- Develop a basic lesson plan and / or guide to follow while training;
- Deliver feedback effectively and constructively during the training process;
- Use basic facilitation methods and techniques when training a range of one person to a small group of 5-7;
- Handle difficult or challenging situations or trainees;
- Evaluate the trainee's performance against a specified set of standards;
- Plan effectively for the logistics required for a successful training process.

The trainer participant will be able to demonstrate the potential ability to:

- Apply the principles of adult learning to their on the job training situations;
- Deliver peer training effectively in their business unit, achieving that training's expected results;
- Demonstrate flexibility, creativity and ownership in their training role;
- Deliver effective, constructive performance feedback in a direct and supportive manner;
- Handle difficult, or "challenging" situations or trainees effectively, should these arise;
- Identify, develop and use training "job aids" (such as performance checklists, documented procedures, etc.) effectively;
- Identify and the types and locations of specific business-related resources necessary for complete and effective future on the job training;
- Effectively evaluate if a person has met the skill standards of the task or job;
- Effectively prepare for a successful training segment, including planning for the necessary tools, resources and facilities to conduct the training.

Workshop One: Essentials of Trainer Excellence

As a result of participating in this training program, participants will:

- Understand the principles of adult learning
- Identify different learning modes, or styles
- Identify your own learning styles
- Understand how different learning styles impact the trainer's role
- Create a personal action plan for back on the job

Workshop Two: Communication, Feedback and Coaching Skills for Trainers

As a result of participating in this training program, participants will:

- Explain the importance of feedback in the training process
- View and analyze scenarios of feedback situations
- Learn and practice two different models for giving effective feedback
- Receive feedback from learning partner on feedback strengths and areas for development
- Create a personal action plan for back on the job

Workshop Three: Practical Program Design for Success

As a result of participating in this training program, participants will:

- Learn a 6-step process for analyzing training needs;
- Learn how to perform a basic job task analysis;
- Develop learning objectives for an on-the-job training segment;

- Create an outline of training content for use in on the job training;
- Select appropriate training methods and training aids for on-the-job training;
- Develop a basic lesson plan and / or guide to follow while training using the ROPES method
- Create a personal action plan for back on the job

Workshop Four: Facilitation Techniques for Impact

As a result of participating in this training program, participants will:

- Apply basic facilitation techniques
- Learn importance of “balanced environment”
- Identify strategies for resolving problems
- Learn techniques diffuse challenging situations
- Practice techniques for handling challenges
- Receive positive and constructive feedback
- Identify strengths / areas for professional development
- Create a personal action plan for back on the job

Workshop Five: Presentation Skills for Lasting Impact

As a result of participating in this training program, participants will:

- Be introduced to the new National ASTD Competency Model and have a basic understanding of its components and rationale
- Learn more about the impact of learner needs, styles, objectives and program development on the effectiveness of a presentation;

- Learn a 6-step model for effective presentation to use back on the job
- Learn and explore key techniques for applying this model effectively
- Make connections between the trainer development workshops skills and the new ASTD Model
- Learn effective tips and techniques for using technology effectively when presenting
- Use a block of time to do some personal action planning to commit to the use of these skills
- Create a personal action plan for back on the job