

## TRAINING



*Time-tested tools and techniques improve the learning experience*

# Achieving Trainer Excellence™

Trainers have it tough these days. They need the skills and confidence to create top-notch classroom experiences that lead to bottom-line results.

You know the story: Employees are skeptical and not thrilled about being pulled away from the job to “be trained.” Many arrive at training with preconceived ideas about the program being a waste of time, boring, not applicable to their jobs—maybe even not as effective as other methods of learning. Add the fact that some training programs—although appropriate and often necessary—contain “dry” material, and trainers are faced with an enormous challenge.

## Making training fun, interesting, and relevant

*Achieving Trainer Excellence™* is a highly interactive, comprehensive trainer development workshop that focuses on skill areas critical to being a best-in-class trainer. Both new and semi-experienced trainers learn a variety of proven techniques guaranteed to enhance their presentation style and their leadership ability—to improve the speed and quality of learning with material from any source.

Multiple opportunities for practice and feedback in a range of relevant situations allow participants to quickly understand the value of the skills. Armed with that understanding, participants are eager to make the new skills a permanent part of their trainer toolbox. Equipped with the skills from *Achieving Trainer Excellence™*, trainers exhibit new found confidence and enthusiasm for their jobs. Once that excitement spills over to the training room, employees actually begin to anticipate—rather than dread—the training experience. And once that happens, you’ll see a positive return on both the time and the money you’ve invested in training.

## This is one step toward AchieveGlobal certification

*Achieving Trainer Excellence™* completes the learning outcomes of one step (“Learn universal training skills”) in the process to become certified to lead AchieveGlobal sales, customer service, or leadership training. For information on the other required steps to become certified, please contact your AchieveGlobal sales representative.

## About AchieveGlobal

AchieveGlobal helps organizations translate business strategies into results by improving the performance of their people. Clients worldwide rely on AchieveGlobal's proven expertise in leadership development, customer service, and sales effectiveness. Implementing research-based learning solutions, AchieveGlobal empowers clients to successfully develop leaders and acquire, grow, and retain profitable customer relationships.

With offices throughout North America and a presence on every continent, we serve more than 70 countries, and offer programs and services in more than 40 languages and dialects. We continually adapt and translate our programs and services to meet the needs of global cultures.



**achieveglobal**<sup>®</sup>  
*Learn. Perform. Grow.*

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## Content & Outcomes

### Adult Learning Techniques™

1 day classroom/90 minutes Web-based eLearning

The purpose of this program is to help you develop and fine-tune the skills you'll need to deliver training. You will be able to:

- Describe how a model for effective learning achieves intended learning outcomes.
- Identify how five critical learning experiences contribute to adult learning.
- Use your understanding of activity design to select the best trainer role(s) and level of involvement.
- Apply your knowledge of learning preferences to maximize learner engagement.
- Understand the types of feedback and demonstrate the skills of reinforcing performance.
- Apply a variety of techniques to start, expand, or limit discussions.
- Identify and categorize challenging behaviors by participants and select appropriate techniques to maintain participant involvement in the training session.

### Training Competency Demonstration™

2 days classroom

The purpose of this program is to help you create a better learning experience for your participants. You will be able to:

- Apply these “Ten Key Skills for Trainers” that you can also teach to others in your organization:
  1. Making and using charts
  2. Using the training room as a tool
  3. Using media and materials
  4. Enhancing professional presence
  5. Opening and closing a session
  6. Linking training to business issues
  7. Using stories and humor
  8. Brainstorming
  9. Facilitating a skills practice
  10. Managing time in the training room
- Give and receive feedback using a set of proven criteria.
- Identify necessary implementation activities.
- Apply specific coaching given to you by an expert trainer who observed you delivering training multiple times during the program.

## Implementation

**Audience:** New or semi-experienced trainers who want to gain a better understanding of how adults learn, to practice with and be coached by an expert trainer, and to improve their ability to change learner behavior.

**Length:** Three full days of classroom, or a blend of two full days of classroom plus 90 minutes self-paced Web

**Class size:** 8 participants

**Classroom materials:** Participant workbooks, personal action plans, facilitator guide and participant handouts for teaching “Ten Key Skills for Trainers” to other trainers in your organization

**Instructor:** AchieveGlobal Training Performance Consultant or AchieveGlobal-certified Master Trainer