

TRAINING



*Time-tested tools
and techniques to enhance
trainer effectiveness*

Tools for 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: Your employees are skeptical and certainly not thrilled about being pulled away from their jobs to “be trained.” Many arrive at the training class with preconceived ideas about the program being a waste of time, boring or not applicable to their jobs.

Add to “participant reluctance” the fact that some training programs—although appropriate and often necessary—contain “dry” material, and your trainers are faced with an enormous challenge.

How do you turn negative perceptions into positive enthusiasm at the classroom door? And how do you turn necessary training content into material that’s fun and interesting to learn?

You get Tools for Trainer Excellence, the broadest, most comprehensive train-the-trainer workshop available today.

Toolbox builders

Tools for Trainer Excellence is a highly interactive workshop that focuses on key skill areas critical to being a best-in-class facilitator. Participants learn a variety of proven techniques guaranteed to enhance both their presentation style and their leadership ability.

Both new and semi-experienced trainers improve the speed and quality of learning with material *from any source* and become more effective in every aspect of their jobs as they learn to:

- assume the trainer role effectively and appropriately
- create a stimulating, motivating learning environment
- get participants’ attention and sustain their interest
- lead high-quality group discussions
- use appropriate methods for asking and answering questions

Numerous opportunities for practice and feedback in a range of relevant situations allow participants to quickly understand the value of the skills and strategies they’ve learned by observing the positive effects of applying them.

Armed with that understanding, participants are eager to make the new skills a permanent part of their trainer toolbox and use them to enhance their training classes.

Benefits all around

Equipped with the skills from Tools for 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.

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Module Highlights & Outcomes

Module 1: Helping Adults Learn

Upon completion of this module, participants will be able to:

- recognize adult learner characteristics, learning styles and motivators
- understand the learning process and how activities impact learning
- create a motivating learning environment

Module 2: Roles of the Trainer

Upon completion of this module, participants will be able to:

- understand the roles of the trainer and select the most appropriate facilitator role that will have the greatest impact
- identify behaviors and attitudes to successfully fulfill each facilitator role

Module 3: Giving Feedback

Upon completion of this module, participants will be able to:

- understand the two types of feedback: non-evaluative and evaluative
- demonstrate the use of two skills: reinforcing performance and offering improvement suggestions
- apply appropriate feedback techniques

Module 4: Leading Energetic and Powerful Discussions

Upon completion of this module, participants will be able to:

- understand the three types of discussions
- understand and apply a variety of questioning techniques
- incorporate appropriate discussions and questions into their activities

Module 5: Managing Activities

Upon completion of this module, participants will be able to:

- understand structure of activities and relate the concepts to adult learning and trainer roles
- apply the concepts to their individual practice activities
- develop alternatives for enhancing activities

Module 6: Professional Presence

Upon completion of this module, participants will be able to:

- understand the components of professional presence and the impact each one has on the learner
- demonstrate the effective use of delivery techniques that enhance professional presence
- incorporate components of professional presence into the practice activity

Module 7: Working With Challenging Behaviors

Upon completion of this module, participants will be able to:

- identify and categorize challenging behaviors
- select appropriate techniques for working with challenging behaviors
- resolve challenges effectively and maintain participants' involvement in the training session

Module 8: Using Materials Effectively

Upon completion of this module, participants will be able to:

- plan and prepare to use a variety of materials and equipment
- select training aids that enhance the learning process by supporting the intent of the activity, appropriate training roles and participant needs

Program Specifications

Audience

Trainers who are new or fairly new to the training role, including functional and emerging trainers

Length

3 days (modules are interdependent and cannot be taken separately)

Format

Reading, video modeling, group discussion, skill practice, videotaped practice sessions/presentations with feedback, self-assessment

Delivery

AchieveGlobal Training Performance Consultant

Classroom materials

Prewrite, action plans, program book, videotaped practice session

Class size

8 participants

Upon successful completion of the workshop, each participant receives an AchieveGlobal certificate of completion.

About AchieveGlobal

Tools for Trainer Excellence is just one of AchieveGlobal's more than 100 comprehensive, integrated training and consulting solutions. AchieveGlobal is the world's leading resource for turning strategies into results. Our learning-based solutions focus on skills training and consulting services in sales performance, customer loyalty, leadership and teamwork. AchieveGlobal has offices throughout North America and in 38 countries around the world. For more information, please contact us at 800-456-9390.



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