

TRAINER SKILLS

The following options can be run separately or combined depending on the requirements of the delegate group. Ie whether they train other staff on a one to one basis only or in group situations also.

One To One Instruction/Coaching

(1 day)

Up to 10 delegates

This course aims to develop the delegates' understanding of the process of learning, and the conditions required to make that as effective as possible in the workplace. On this basis delegates learn the processes of planning and carrying out one to one instruction and coaching sessions. It also focuses strongly on the benefit to the manager and the business of a systematic approach to training.

The content is as follows:

- Welcome/Introductions/Objectives/Course style
- Understanding learning and change – Transition Curve
- Learning – what is it ?
- The human brain – how it absorbs information, retains it and most easily recalls it, learning through the senses
- What gets in the way of learning / issues of training adults (as opposed to children) – belief barriers model/unlearning
- The Learning cycle – Learning Styles – exercises/questionnaire – implications for training – feedback/discussion
- One-To-One Instruction v Coaching – what is the difference/when is each appropriate?
- Demonstration exercise – feedback on one-to-one instruction
- The process and approach to one-to-one instruction
- Practical exercise in 3's – planning, carrying out, receiving feedback
- Coaching – associations, benefits (particularly with adults)
- Coaching process – exercise
- Practical exercise in 2's – planning, carrying out, receiving feedback

Group Training Skills

(3 days total when run in conjunction with One to One Instruction and Coaching Skills)

Up to 10 delegates

- **As Trainer Skills above**
- Group Training – similarities/differences to one to one training
- Handling an audience – types, approaches
- Planning/Preparing a session
- Structure of a session
- Keeping attention – use of visual aids
- Homework between day two and day three : delegates choose a subject and gather information materials for their session
- Preparation time – all delegates prepare to run a 15 minute group training session
- Handling nerves – revisit Logical Levels – exercises
- Giving and receiving feedback
- Group Training Sessions – individual sessions followed by feedback
- Course Summary – key learning/action points going forward