



## Course Outline

### Train The Trainer

This two-day course is designed for those who either already have a specialist area in which they wish to Train others (i.e. an Application 'SuperUser'), or who may be going on to train a variety of different topics.

The course is split between theory and practical and delegates will be given the opportunity to develop and practice their own training style and be able to analyse it. Delegates are shown how to analyse for 'Key Content' and 'Teaching Points' and how to ensure that these are the messages taken away by their audience rather than a memory of one of the methods without the content. (i.e. a joke that is memorable, but not relevant to the lesson.)

The course also provides a safe environment for those wishing to try out different techniques, rather than in front of a 'live' audience.

Delegates will usually be asked to bring with them a prepared lesson to give at the start of the course so that they are able to compare this with one that they give on the second day. Delegates are given videos to show them how they look to an audience. (No copies of these videos are stored or passed to anyone other than the delegates.)

The content shown below is for our scheduled course and can be customised to suit your requirements if you are making a company booking, or for us to come to you. Please call to discuss details. All courses are Instructor-Led and Interactive and we like to keep delegate numbers to a maximum of 8 to ensure that all delegates get the most benefit from the course.

#### Contents

##### Adult Learning

- Acknowledging Characteristics of Adult Learners
- Understanding Adult Learning Styles
- Comprehending Models for Adult Learning

##### Preparing for a Class

- Preparing Your Lesson Plan
- Chunking Information
- Using Icebreakers
- Deciding on Presentation Methods
- Using Examples and Analogies
- Using Humor
- Using Visual Aids
- Using the Appropriate Visual Aid
- Dealing with Varying Skill Sets
- Refining Your Plan
- Creating a Learning Environment

##### Delivering the Class

- Developing Communication Skills
- Using Your Body Effectively
- Building Rapport with Eye Contact
- Understanding Proxemics
- Developing Your Voice

##### Watching Your Vocabulary

- Active Listening
- Barriers to Effective Communication
- Beginning the Training Session
- Overview of Questioning
- Understanding Questioning Techniques
- Answering Questions
- Presenting Concepts
- Managing Difficult Behaviors
- Ending the Training Session

##### Feedback and Evaluation

- Overview of Feedback
- Types of Feedback
- Guidelines for Giving and Receiving Feedback
- Using Questioning Techniques to Elicit Feedback
- Encouraging Feedback
- End-of-Course Evaluations
- Performing Self-Feedback