

# Train the trainer

Two full days



This enjoyable course is packed with practical skills to help technically skilled people design and deliver memorable training sessions. Throughout the two days participants use the skills to prepare their own session. Participants are encouraged to try new techniques during their session.

## Keeping it relevant

- What does your audience already know?
- How did you measure this existing knowledge?
- How to use simple quizzes to stimulate the group and check their existing knowledge

## Identifying your objectives and approach

- How to pinpoint your key objectives
- How to define training outcomes
- How do different people learn (introvert vs extrovert, conceptual vs detail etc.)?
- How do *you* prefer to learn?
- How to ensure your training meets the needs of people who learn differently to you

## Analysing the task or information

- Why is it so difficult for 'experts' to objectively analyse information in their field
- How to find out what a trainee needs to know
- How to break the information into digestible chunks
- How to organise the information in a logical form, from the trainee's perspective
- Understanding the impact of *primacy* and *recency* on the structure of your session
- How to make boring facts more interesting, using analogies, discussions and case studies

## Structuring a *skill session*

- When do you teach people skills? e.g. processing forms, serving clients, using new systems
- The 5 stages of a skill session
- What resources do you and the participants need?
- Incorporating OH & S issues into the training

## Preparing an *information session*

- Choosing the best structure
- How to turn bureaucratic waffle into plain English
- How to turn abstract concepts into real life examples
- How to use questions and catchy headings to grab people's attention
- Incorporating a *theme* and anecdotes to bring facts to life



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## Making sessions active and enjoyable

Discover how to prepare simple activities you can use to make the most boring information sessions stimulating and fun. Well prepared activities also take the pressure off the trainer.

- The pros and cons of: demonstrations, role plays, case studies, work based learning etc.
- When is each method appropriate?
- How to include humour, without telling jokes
- How to write simple case studies that allow people to 'learn by doing'
- Ensuring activities are relevant, not just fun to do

## Coaching and supporting people

- How to paraphrase points of view
- How to give constructive criticism and meaningful praise
- Using 'What, How, Why' questions to help people work through problems themselves
- How to acknowledge positive contributions without patronising people

## Writing session plans

- What must be included in a session plan?
- Writing clear, concise notes that you can read at a glance
- Writing the introduction (INTRO) and closing (OFF)

## Controlling nerves

Practical ways to stay calm and think clearly.

- Why do people fear speaking to groups?
- Overcoming the self-fulfilling prophecy that "*I won't do a good job*"
- What to do with your hands and eyes to look confident when you feel nervous
- How to use pauses to add variety
- What to do if your mind goes "blank". A technique used by most professional trainers that is so effective the audience may never realise you were in trouble



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## Using props like a professional

One of the simplest ways to look confident and professional is to use props correctly.

- The golden rules for using whiteboards
- How to make PowerPoint presentations stimulating (and the most common mistakes)
- The maximum PowerPoint slides per 15 minute presentation
- The maximum lines and words per PowerPoint slide
- How and when to use handouts

## Dealing with difficult questions

- Why do participants ask curly questions?
- The 3 step technique for replying to a difficult question confidently and respectfully
- How to buy yourself time under pressure
- What MUST you do if you don't know the answer?
- Identifying where participants can get help after the training

## Evaluating the training

- What are the key things to evaluate after each session?
- The pros and cons of the various feedback methods
- Choosing the *right* evaluation methods for a training session
- Using participant feedback to improve the training session for next time
- Keeping the necessary training records

## Assessing participants (optional)

- The classic methods for assessing the skill and confidence of trainees
- How can you help trainees assess their own development?



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