



Train the Trainer (with IT Trainer module)

Who would benefit?

The effectiveness of training depends on the trainer's ability to transfer knowledge and understanding. This course develops the skills in the full training lifecycle including design of a structured training programme, methods of facilitating the learning process and evaluation of effectiveness. This two day course is essential for those who have just been promoted to a training or coaching role. There is also a module for those delegates who will need to provide training on software products to less experienced users, either on a one-to-one basis or in a classroom.

Objective

This training course aims to give the delegate the skills to run an IT training course and deliver a training session successfully, The delegates will learn how to write and structure training, effective training practices; and body language and voice projection skills.

Content

A Definition of Training

- Preparing an Effective Training Session
- Assessing delegate needs and requirements
- Aims and objectives
- Designing, planning and structuring a training session
- Implementing the training – delivery methods and techniques

Principles of Learning

- How people learn
- Learning styles and theory
- Barriers to learning
- Physical
- Psychological
- Semantic
- Motivating the learner

Personal Qualities of an Effective Trainer

Pre-Course Preparation

- Self preparation
- The training environment
- Pre-course checklist
- Delegate arrival

Training Aids

- Visual Aids – types and basic rules
- Effective use of exercises
- Q&A / quizzes / recaps

Group Management Techniques

- Setting Group Norms
- Balancing individual and group needs
- Factors affecting communication, motivation and learning
- Handling individuals and groups assertively
- Dealing with difficult delegates

Non-Verbal Communication

- Postures and gestures
- Facial expression/eye contact
- Orientation/proximity
- Appearance
- Tone of voice and other aspects of speech
- Coping with anxiety

Communication Skills

- Effective questioning techniques
- Active listening
- Auditory, visual and kinaesthetic communication

Evaluation

- Assessment of learning and comprehension
- Post course evaluation
- Effective Presentation Skills

Practical sessions followed by feedback

The IT Trainer Module

- Strategies for overcoming barriers to learning IT skills
- How to write and structure an IT course
- Producing effective IT training materials
- Using IT training equipment, flip charts, overheads and handouts
- How to keep the training interesting
- One to one IT training

Duration

Two days