

Train the Trainer

This is a 3-day course

Training people can be a daunting task for the inexperienced trainer, particularly if the subject is new or unfamiliar. This exceptional Train the Trainer programme addresses the double task of building the confidence of members of staff to train and coach, whilst at the same time practising the key conflict management and/or personal safety skills we teach. The process of training in-house trainers is worth the effort to embed new behaviour changes and positive change throughout the organisation.

Our Train the Trainer programme can be run for any of the courses offered on this website. It will provide trainers with plenty of opportunity to practice the new skills and explore the issues in depth, in order for them to be able to transfer these skills to a wide range of staff.

For a detailed outline of the content covered over the first two days of the programme, please refer to the individual courses.

Key topics covered on this course:

- **Days 1 and 2: Developing Knowledge and Skills**
 - Please refer to the individual course content
- **Day 3: Training and Coaching Skills**
 - Training with confidence
 - Preparing for the training day
 - Understanding the training cycle
 - Practising listening skills
 - Enhancing presentation skills

Days 1 and 2: Developing Knowledge and Skills

During the first two days of the programme, the participants will be introduced to all aspects of the chosen subject, as if they were participants on a programme for front line staff. After each aspect, there will be time for reflection on what they have experienced - was the approach of the trainer helpful, can they see how they might 'personalise' it in their training? This will provide a link into the third day, which focuses on the participant as a 'trainer'.

For a detailed outline of the content covered, please refer to the individual courses.

Day 3: Training and Coaching Skills

One of the most important considerations when designing, developing and running programmes is the role of the trainer. They will typically make the difference between a successful and an unsuccessful (or average) learning experience. This day is focused on developing participants' skills in identifying content and process issues which are critical to the effective delivery of professional coaching and training. Also the focus is on how to develop awareness and confidence to guide, listen, coach, nurture, support and train with enthusiasm and success.

Preparation and key issues in training and coaching:

- The training cycle: analysis of training needs, setting objectives, planning and evaluation of training
- How people learn

- How to write and structure learning and training
- How to make theory relevant and appealing
- Setting the stage: using visual aids and other resource material

Delivery of training and coaching:

- Advanced training skills - exercises to handle underlying group dynamics (recognise 'process' from 'content' issues)
- Advanced listening skills practice
- Practice of coaching skills
- Practice in using different verbal and non-verbal styles
- Techniques to encourage group participation
- Dealing with difficult people
- The importance of constructive feedback
- Training delivery practice with question and answer sessions involving the whole group
- Action planning for the future

Supporting Books and Materials

Each participant will receive a comprehensive Trainer's Pack, which provides a guide to the role of trainer, their place in the learning environment, models and ethics of training. It will also contain detailed material relating to the subject covered, as well as ready-to-use handouts and powerpoint slides.

Organisational Policy

Considerable effort is made to ensure that staff are trained in accordance with the prevailing policies of the organisation. The fine detail of the programme content therefore will reflect the organisation's policy, ethos and values.

Recent attendee comments:

- *Very informative, full programme, detailed content. **HR Officer, Local Government.***
- *10 out of 10. Course was professional in every aspect. Kept me interested. Very well presented. **Director, Training Company.***
- *Facilitator was very confident, very knowledgeable to deal with all he's been asked. **Nursing Trainer, NHS.***
- *Was able to relate it to the real world. Excellent. **Training Manager, National Charity.***
- *Professional in every aspect of the course. **Training Officer, Local Government.***
- *Brilliant, informative and good fun. Our trainer was excellent, he made us feel at ease and I thoroughly enjoyed it. I would recommend this course to others. **HR Manager, Services Company.***