



Course Outline

Communication and Business Skills Series

This outline is intended as a guide to the possible content of a course.

In practice, our courses are tailored to meet the requirements of our clients.

Train the Trainer

Overview

The thought of having to deliver a structured coaching or training session fills many people with a feeling of utter dread. Even experienced trainers can sometimes find it very tough going. This course considers why this is & what you can do to give yourself the best possible chance of success. It is aimed both at beginners, and those who have some experience and feel they would benefit from an overview of current best practice.

Outcomes

By the end of this course, you will be able to:

- describe the key stages of a training session
- state the importance of setting SMART objectives
- list the positive and negative mannerisms to be aware of when delivering a training session
- demonstrate how to develop and use visual aids effectively
- develop mechanisms to support the validation & evaluation of the training delivered.

To support the achievement of the above, you will have the opportunity to practise and develop your practical skills using a number of small group, paired and individual exercises. You will also be encouraged to develop a *personal action plan* to support your continued learning back in the workplace.

Duration

1 to 2 days (dependant on group size)

Key Areas Covered

- Creating the right climate for training.
- Preparation and structure - considerations for the INTRO, development and conclusion.
- The importance of developing SMART objectives.
- Visual aids - design considerations and how to use them effectively.
- Creating the right impression - personal skills to consider during the delivery phase.
- Validating and evaluating the training delivered.
- Individual practice - develop and deliver a training session and receive constructive feedback from the group.

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