

Achieving Trainer Excellence™

Training

Time-tested tools and techniques improve the learning experience

Trainers have it tough these days. They need the skills and confidence to create top-notch classroom experiences that lead to bottom-line results.

You know the story: Employees are skeptical and not thrilled about being pulled away from the job to be trained. Many arrive at training with preconceived ideas about the program being a waste of time, boring, not applicable to their jobs—maybe even not as effective as other methods of learning. Add the fact that some training programs—although appropriate and often necessary—contain dry material, and trainers are faced with an enormous challenge.

Making training fun, interesting, and relevant

Achieving Trainer Excellence™ is a highly interactive, comprehensive trainer development workshop that focuses on skill areas critical to being a best-in-class trainer. Both new and semi-experienced trainers learn a variety of proven techniques guaranteed to enhance their presentation style and their leadership ability—to improve the speed and quality of learning with material from any source.

Multiple opportunities for practice and feedback in a range of relevant situations allow participants to quickly understand the value of the skills. Armed with that understanding, participants are eager to make the new skills a permanent part of their trainer toolbox. Equipped with the skills from *Achieving Trainer Excellence™*, trainers exhibit newfound confidence and enthusiasm for their jobs. Once that excitement spills over to the training room, employees actually begin to anticipate—rather than dread—the training experience. And once that happens, you'll see a positive return on both the time and the money you've invested in training.



Developing the 21st
century workforce™

This is one step toward AchieveGlobal certification *Achieving Trainer Excellence™* completes the learning outcomes of one step (“Learn universal training skills”) in the process to become certified to lead AchieveGlobal sales, customer service, or leadership training. For information on the other required steps to become certified, please contact your AchieveGlobal sales representative.

Content & Outcomes

Adult Learning Techniques™

(1-day workshop; also available in 90-minute eLearning format)

The purpose of this program is to help you develop and fine-tune the skills you’ll need to deliver training. You will be able to:

- Describe how a model for effective learning achieves intended learning outcomes.
- Identify how five critical learning experiences contribute to adult learning.
- Use your understanding of activity design to select the best trainer role(s) and level of involvement.
- Apply your knowledge of learning preferences to maximize learner engagement.
- Understand the types of feedback and demonstrate the skills of reinforcing performance.
- Apply a variety of techniques to start, expand, or limit discussions.
- Identify and categorize challenging behaviors by participants and select appropriate techniques to maintain participant involvement in the training session.

Training Competency Demonstration™

(2-day workshop)

The purpose of this program is to help you create a better learning experience for your participants.

You will be able to:

- Apply these “Ten Key Skills for Trainers” that you can also teach to others in your organization:
 1. Making and using charts
 2. Using the training room as a tool
 3. Using media and materials
 4. Enhancing professional presence
 5. Opening and closing a session
 6. Linking training to business issues
 7. Using stories and humor
 8. Brainstorming
 9. Facilitating a skills practice
 10. Managing time in the training room
- Give and receive feedback using a set of proven criteria.
- Identify necessary implementation activities.
- Apply specific coaching given to you by an expert trainer who observed you delivering training multiple times during the program.

Program Specifications

Audience

New or semi-experienced trainers who want to gain a better understanding of how adults learn, to practice with and be coached by an expert trainer, and to improve their ability to change learner behavior

Classroom Session Length

3-day workshop or 2-day workshop plus 90-minute eLearning session

Classroom Materials

Participant workbooks, personal action plans, facilitator guide, and participant handouts for teaching “Ten Key Skills for Trainers” to other trainers in your organization

Instruction

AchieveGlobal Trainer or AchieveGlobal-certified Trainer



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