

**Soft-Train**



*At Soft-Train  
Technology Works*

# Train the Trainer (3 Days) ST00018

**COURSE GOAL:** To provide current company trainers and future trainers with the necessary tools to conduct extremely effective training sessions.

**PREREQUISITES:** None.

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- Create and utilize a needs assessment.
- Know the difference between adult and child learners, as well as different learning styles.
- Write proper learning objectives.
- Design an instructional plan that includes active-training methods.
- Deliver training with experiential learning activities, visual aids, and games.
- Understand the pluses and minuses of distance learning.
- Evaluate training using participant feedback and other measures.
- Understand the role of the trainer as consultant to the client.

**KEY TOPICS:**

**I. Assessing Needs**

- A. Understanding the Needs Assessment Process
- B. How to Conduct a Needs Assessment
- C. Developing an Action Plan
- D. Assessing Participants' Knowledge, Attitudes, and Skills

**II. Understanding Adult Learners**

- A. Andragogical Versus Pedagogical Model
- B. Understanding How and Why People Learn

**III. Training Styles**

- A. Trainer Characteristics and Consequences
- B. Training Style
- C. Increasing Effectiveness
- D. Learner-Centered Versus Information-Centered
- E. Key Elements of a Trainer's Style

**IV. Understanding Today's Learner**

- A. The Changing Training Environment
- B. Self-Awareness
- C. Diversity Issues

**V. Writing Instructional Objectives**

- A. What Are Learning Objectives?
- B. Writing Learning Objectives

## **VI. Writing an Instructional Plan**

- A.** Design Philosophy
- B.** Time Needed to Develop a Training Program
- C.** Cost Consideration
- D.** Major Components of Design
- E.** Creating a Design Matrix
- F.** Purpose of an Instructional Plan
- G.** Components of an Instructional Plan
- H.** Instructional Methods
- I.** Developing Materials

## **VII. Selecting, Designing, and Developing Active-Training Methods**

- A.** The Case for Active-Training
- B.** Cooperative Learning
- C.** Creating an Active-Learning Environment
- D.** Designing Active-Training Activities
- E.** Common Methods and Materials
- F.** Experiential Learning Activities
- G.** Action Learning

## **VIII. Delivering Training**

- A.** Creating a Positive Learning Environment
- B.** Experiential and Active-Training Techniques
- C.** Tips for Using Specific Methods
- D.** Improving Platform Presence

## **IX. Using Visual Aids**

- A.** Retention Rate in Visual Learning
- B.** Why Use Visual Aids?
- C.** Guidelines for Using Visual Aids

## **X. Distance Learning**

- A.** Workplace Trends
- B.** Advantages/Benefits of Distance Learning
- C.** Disadvantages/Drawbacks to Distance Learning
- D.** Types of Distance Learning
- E.** Guidelines for Designing Distance Learning
- F.** Designing and Developing Activities
- G.** Delivering Content and Activities
- H.** Blended Learning

## **XI. Working with Groups**

- A.** The Trainer as Facilitator
- B.** Ways to Encourage Participation
- C.** The Art of Questioning
- D.** Responding to Questions
- E.** Scaling the Wall of Resistance
- F.** Problem Situations

## **XII. Using Creativity**

- A.** Creativity with Small Groups
- B.** Props and Other Theatrical Techniques
- C.** Games
- D.** Creative Closings

## **XIII. Evaluating Training**

- A.** Why Evaluate?
- B.** When to Evaluate
- C.** Whom to Involve
- D.** How to Evaluate
- E.** What to Evaluate
- F.** Four-Level Model for Evaluation
- G.** Participant Evaluation and Accountability for e-Learning
- H.** Accountability for Training

I. Significance of the  
Evaluation Process

**XIV. The Business of Consulting:  
Internal and External**

- A. The Changing Role of the  
Trainer
- B. Understanding the Client-  
Consultant Relationship
- C. Selecting an External  
Consultant
- D. Follow-Up Reports

**XV. Training During Tough  
Times**

- A. Prove the Value of  
Training
- B. Peer Teaching
- C. Leaders as Teachers
- D. Negotiate with External  
Consultants and Service  
Providers
- E. Supplier/Vendor-  
Sponsored Training
- F. Modified Modules