

Training the Manager to Train

2 day programme

‘Identify Skills Gaps, Design, Deliver Evaluate & Record for Improved Performance’

Overview

This highly participative and practical Introduction to Trainer Skills Award combines hands-on training with the fundamental knowledge and skills required to design and deliver a range of training activities in the workplace. Managers are given the opportunity to practice and develop their skills in a supportive environment with individual feedback. This is awarded by City and Guilds who are an internationally recognised UK awarding body.

The programme enables individuals to design, develop, deliver and evaluate effective, outcomes-based training sessions and events which promote self-development and workplace learning.

Additionally it includes a module on record keeping of training undertaken with the team and individual learners.

Audience

No previous experience will be assumed. The award is designed for Line managers, team leaders and coaches who wish to gain more impact from development in team meetings & short training sessions

Individuals within businesses and organisations who, as part of their wider role, have a responsibility to deliver training.

Content

By the end of the course you will be better able to:

- Assess and develop your own way of working
- Identify self-development needs - yourself and others (Training Needs Analysis)
- Enable learning through demonstration and instruction
- Task analysis, assessing competencies and giving feedback
- How to write learning aims & objectives in behavioural terms
- Design and deliver training activities
- Create a climate that supports and promotes learning
- Instructional techniques
- Group and ‘one to one’ training techniques
- Accurate record keeping with team and individual learning logs

Content Detail

Establishing the Learning Environment

- Strategies for creating a positive learning environment
- Building rapport
- Dealing with difficult delegates

Learning Processes and Styles

- Learning styles theory
- The learning cycle
- The principles of accelerated learning
- Barriers to learning

The Structure of a Training Session

- The four stages of a training session
- Checking understanding and application
- Understanding primacy and recency in training

Delivery Methods and Media

- Active versus passive learning
- Delivery methods
- Choosing and using media
- Utilising accelerated learning techniques
- Storytelling, examples and analogies

Communication Skills for Trainers

- Questioning skills
- The art of listening
- Reading and using body language appropriately
- Using your voice effectively
- Participant training sessions

Recording and Audit Trails

- Learning Assessment
- Maintaining Training Logs

Key Learning Outcomes

Developing Managers should be able to:

- Identify the immediate learning needs of individuals
- Write learning aims and objectives in accordance with best practice and offer instruction and support to achieve these objectives
- Analyse tasks and design training activities to facilitate the learning of those tasks
- Instruct on a one-to-one or small group basis using appropriate demonstration and constructive feedback skills
- Facilitate a group training session which uses activities such as role play, simulation or group discussion
- Record, assess and evaluate immediate learning impact

Pre-course work

This is a highly participative 2 day programme and includes pre-course work, a micro-session and multiple choice test. Managers are encouraged to reflect on how the tools and techniques being discussed will work in their work environment and how to apply them.

As this is an Award with City & Guilds managers are required to think and bring ideas and information so that they can create and deliver a 15 minute training session (micro-session) on a work related topic that they may be expected to deliver as either a line manager or internal trainer.

There is no need to fully prepare the training session as managers will be required to incorporate learning from day one.

The micro-session will be delivered on day 3 and assessed. This is followed by a one to one briefing to discuss the session and the results of a multiple choice questionnaire which managers will have also completed.

In addition, there will be trainer input on 'best practice' and discussion around issues which all trainers face.

Success Criteria

The cohort's assessor must be able to verify that:

- The learner has completed the programme, including relevant pre-session work and multiple choice test
- The learner has demonstrated training skills during the programme that have been assessed as satisfactory against specified unit criteria through observation
- The learner has participated in reflective review and improvement throughout the programme

These training skills include:

- The facilitation of learning in groups through presentation and activities
- Giving feedback
- Identifying individual learning needs
- Facilitating learning by demonstration
- One to one instruction

Course Material and Support

Each developing trainer will receive full programme support for on-going reflection. Email and telephone Post-course Support is provided for 3 months following the award.



Square Mile Leadership is the corporate arm of Catalyst Learning & Development which is an approved centre for City & Guilds.

Upon successful completion of this programme, learners will receive the City and Guilds Introduction to Trainer Skills Award.

Fees

Up to 12 managers for 2 days and a third day broken into a.m and p.m. (roughly split) for micro-teach assessment and multiple choice questionnaire (2½ days per delegate)

£3,750 + vat and £75 + vat per delegate for registration, certification, material and support e.g. 12 delegates is £4,650 + vat

The fee includes all support materials, 3 months email support, assessment and moderation, and the issuing of the City and Guilds Introduction to Trainer Skills Award Certificate.
