



# **Train The Trainer FETAC Level 6**

## ***About the Course***

### **Audience**

Learn creative ideas, strategies and techniques that meet the needs of trainers in the software, telecommunication, educational, manufacturing, insurance, and health care industries. Participants will learn training concepts they can immediately apply in the classroom and business settings for both technical and non-technical training.

### **Prerequisites**

No prior training experience is necessary. Both novice and experienced trainers alike will benefit from this excellent, highly interactive skill-building presentation course.

### **Teaching Approach**

The teaching approach contains a blend of lectures and practical exercises.

### **Course Material**

The majority of this course is spent with a set of interactive exercises and projects so that those attending gain a firm understanding of training skills. Professionally presented course notes are provided and these may be retained for reference afterwards. Resource materials and information is also given during throughout the course.

### **Duration**

This training program is four days in duration.

## ***Course Outline***

### **How Adults Learn**

Adult Learning  
Acknowledging Characteristics of Adult Learners  
Understanding Adult Learning Styles  
Comprehending Models for Adult Learning

### **Preparing for a Class**

Preparing Your Lesson Plan  
Chunking Information  
Using Icebreakers  
Deciding on Presentation Methods  
Using Examples and Analogies  
Using Humour  
Using Visual Aids  
Using the Appropriate Visual Aid  
Dealing with Varying Skill Sets  
Refining Your Plan  
Creating a Learning Environment

### **Delivering the Class**

Developing Communication Skills  
Using Your Body Effectively  
Building Rapport with Eye Contact  
Understanding Proxemics  
Developing Your Voice  
Watching Your Vocabulary  
Active Listening

### **Delivering the Class *Continued***

Barriers to Effective Communication  
Beginning the Training Session  
Overview of Questioning  
Understanding Questioning Techniques  
Answering Questions  
Presenting Concepts  
Managing Difficult Behaviours  
Ending the Training Session

### **Feedback and Evaluation**

Overview of Feedback  
Types of Feedback  
Guidelines for Giving and Receiving Feedback  
Using Questioning Techniques to Elicit Feedback  
Encouraging Feedback  
End-of-Course Evaluations  
Performing Self-Feedback