Train the IT Trainer

Module One - Introduction
◗ What Makes a Good Training Course?
◗ Qualities of Effective Trainers
◗ Training or Coaching

Module Two - Planning & Preparation
◗ Getting the Environment Right
◗ Anticipating & Avoiding Problems
◗ Continuous Development

Module Three - Methodology
◗ The Learning Cycle
◗ Learning Objectives
◗ Training Session Introductions
◗ Identifying Learner Expectations
◗ How & Why Adults Learn
◗ Motivating the Self Learning Process
◗ Matching Methods to Styles
◗ Learning Styles
◗ Measurement Tools

Module Four - Effective Communication
◗ Generating Rapport & Maintaining Interest
◗ Using KISS in Explanations & Demonstrations
◗ Overcoming 'Technofear'
◗ Dealing with Luddite Attitudes

Module Five - Delivery Skills
◗ Balancing Telling & Doing
◗ Running "Hands On" Practical Sessions
◗ Considerations for Practical Sessions
◗ Keyboard Fiddlers
◗ Technical Problems & System Failure
◗ Minimise Risks & Disruption
◗ Lesson Plans
◗ Coaching & Delivery Techniques
◗ Questioning Techniques

Module Six - Disparate Skills & Experience
◗ The Mixed Status Environment

Duration: 2 Days

Price Per Delegate: £595
(Public Scheduled Course)

Price Per Course: £2,495
(On-Site at Customer Premises)

Suitable For:
Managers, Team Leaders or Trainers who are responsible for IT training and coaching on either a one-to-one basis or to small groups.

Learning Outcomes:
The course incorporates fundamental coaching and training techniques related to real life practical scenarios and explores learning styles, preparation for delivery and structuring lesson plans.

Course Preparation:
During the course, delegates will be required to demonstrate the skills they have learnt by delivering a number of short coaching and training sessions. In preparation for this, please consider the subject areas of the sessions you will deliver before attending this course.