

Improving Training Outcomes

Introduction

This course is designed to develop the skills of an experienced trainer; particular emphasis will be placed on setting learning objectives, preparing a training session and feedback skills.

Course Objectives

By the end of the course, delegates will have:

- **Set** appropriate training objectives and determined the appropriate strategy to meet them
- **Discussed** alternative ways of learning and managing different learning experiences
- **Examined** ways of designing and sourcing learning opportunities
- **Created** a responsive learning environment through the use of highly developed questioning and listening skills
- **Identified** a range of techniques for creating the opportunities for interaction and learning by doing
- **Demonstrated** their understanding of group dynamics in a learning environment
- **Demonstrated** skills of observation and non-directive feedback
- **Developed** basic facilitation skills to use with experiential learning
- **Used** coaching skills to facilitate learning
- **Facilitated** an experiential learning exercise
- **Agreed** the most effective ways of handling conflict and awkward participants

Duration: 1 Day Course

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Course Content

Designing a Training Course

How people learn
Setting learning objectives
Deciding on the structure
Choosing an appropriate learning method and style

Planning and Preparing for a Training Session

Sources of material
Creating the right balance between listening and doing
Deciding on appropriate learning experiences

Designing and Using Learning Experiences

Choosing and developing case studies
Choosing appropriate questionnaires and managing the outcomes
Developing and sourcing group exercises, role play, games etc.

Essential Facilitation Skills

Communication as a key tool
Questioning and listening
Summarising
Observing behaviour
Giving non-directive feedback
Information sharing

Getting the Most out of the Group

Developing the skills
Behaviour in groups
Encouraging participation
Developing openness and trust
Dealing with difficult participants
Dealing with sensitive issues

The Trainer as a Coach

The skills of coaching
Putting in and drawing out
Explaining and demonstrating
Observing and giving feedback

Personal Development Action Plans

