

## Train the Workplace Coach – Course Outline

**Duration:** Two Days

**Who Should Attend:** Those who are new to workplace coaching/on-job coaching and those who would like to review their existing skills in delivering technical or practical knowledge and information.

### Overview

This workshop achieves a balance between theory (to enable participants to gain a thorough understanding of how people learn) and actual coaching practice with expert support and guidance. The practice sessions involve all participants in reviewing each person's coaching content and delivery, together with the trainer, to ensure maximum feedback and sharing of good practice. Each attendee will receive written feedback and a comprehensive resource manual of course notes, tips and techniques.

### Maximum Participants: Six

To include practise and feedback sessions the numbers need to be kept to a maximum of 6. However, if you wish to remove the practical sessions then we can accommodate up to 12 Participants

### Outcomes

At the end of this training programme participants will be able to:

- 💡 Understand the areas in which workplace training can be effective
- 💡 Understand the essential elements of designing and preparing training sessions and develop a personal action plan
- 💡 Understand how adults learn
- 💡 Write deliverable session objectives
- 💡 Design, prepare and deliver effective training during a training practice session
- 💡 Monitor performance and use feedback effectively

### Content

- 💡 The role, responsibilities and skills of an effective workplace coach
- 💡 The theory of how adults learn
- 💡 Formulation of coaching sessions to maximise the effectiveness for each of the learning styles
- 💡 Preparation of a task analysis in order to ensure your training/coaching is in bite-sized pieces
- 💡 Develop achievable aims and objectives for your coaching
- 💡 How to plan and prepare your coaching using deliverable objectives

## Train the Trainer Course Outlines

- 💡 The design, preparation and delivery of a short coaching session on which you will receive feedback and coaching

### Pre-Course Work

There is a practical element within the course where you will be required to deliver a short session. It will be helpful if you could bring details of information or an activity (including any props/materials) that could be used in a coaching session (work related). In addition to this there is a short questionnaire to complete that will identify your learning style – please bring your completed questionnaire with you to the course. Joining instructions will be issued prior to the course with full instructions.

Please contact us to chat through your potential requirements or better still tell us when you're free and we'll call you!

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## Advanced Facilitation Skills – Course Outline

**Duration:** 1 day

**Who Should Attend?** This programme is aimed at anybody who needs to facilitate key events such as focus groups, stakeholder meetings, project design meetings, mediation sessions, brainstorming sessions to name but a few. Whether you are a seasoned business professional or new to facilitation, this programme will assist in developing key skills & knowledge to make your event run smoothly and successfully.

### **Overview:**

The session is a highly interactive session based on equipping participants with a range of key facilitation tools for their tool kit. It is run very much as a facilitated workshop with the tutor providing input into the different facilitation tools and why they are effective as well as some theory about facilitation skills. However, most the time will be given over to participants having a go at utilising the tools in a 'safe' environment and receiving feedback on their facilitation style.

Depending on the clients' needs this session can be tailored to meet specific scenarios/events that are going to have to be facilitated.

### **Outcomes:**

- 💡 Understand what facilitation entails and its relevance in the workplace.
- 💡 Work with groups and individuals in a more enabling way.
- 💡 Understand more about how adults learn and enable them to develop their skills.
- 💡 Monitor situations to collect, reflect and give feedback more effectively.
- 💡 Examine their own facilitation style and build on it.

### **Content**

- 💡 Facilitation, what it is and what it isn't and its application in the workplace.
- 💡 The process of facilitation.
- 💡 Various facilitation situations and how to handle them to enable others to achieve desired outcomes such as decisions, ownership, responsibility and learning.
- 💡 Interventions – when to intervene and when not to and the various intervention types and styles.
- 💡 Remaining neutral and effective.
- 💡 Short, practical facilitation practice situations to consolidate the learning.

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## Developing Interactive Training Activities – Course Outline

**Duration:** 1 day

### **Who Should Attend?**

This programme is aimed at new and experienced trainers and facilitators who want to develop their own interactive training activities to enhance their training sessions and to improve learner engagement.

### **Overview:**

Often training sessions get labelled as 'chalk and talk' because of the lack of interaction and their failure to engage the learners. This programme looks to tap into a variety of creative thinking techniques to generate simple yet effective interactive training activities that could be adapted to enhance any training session.

### **Indicative Content:**

- 💡 Understanding the link between activity and learning/retention
- 💡 Understanding Creativity & Where it Comes From
- 💡 Developing Systematic Creativity
- 💡 Creative Thinking Techniques
- 💡 Developing different Interactive Training Interventions
  - Board Games
  - Card games
  - Discussion Activities
  - Developing Scenarios & case Studies
  - Physical Activities
- 💡 Practical Session
  - Participants will be given a scenario which requires an interactive intervention and they have to design it from scratch explaining their rationale behind the activity and how it would enhance learning
- 💡 Personal Action Planning

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## Train the Trainer - Group Training Techniques – Course Outline

**Duration:** 2 days

**Who Should Attend:** Anybody who is new to group training in a classroom environment or anybody who has not received formal training in group settings.

**Overview:** This is a highly interactive programme which balances theory with practical. There will be formal input on how to design and develop training sessions as well as delivering them. During the programme, participants will work on developing their own training session and supporting materials. The programme will culminate in participants delivering their 30 minute training session and receiving detailed feedback from the tutor.

**Maximum Participants:** Six

In order to include practise and feedback sessions the numbers need to be kept to a maximum of 6.

### Learning Outcomes

- 💡 Understand the essential elements of designing and preparing training sessions and develop a personal action plan
- 💡 Understand how adults learn and what that means for our training design & delivery
- 💡 Improve their personal performance in delivering training sessions
- 💡 Effectively use a range of media to enhance the training content
- 💡 Develop a range of tools & techniques to maximise learner engagement
- 💡 Develop a range of materials that ensure professionalism & consistency to all training courses

### Day One Content:

- 💡 Role & responsibilities of a trainer
- 💡 How people learn - Learning Cycle/Learning styles
- 💡 Setting Learning Objectives
- 💡 Structuring Training - ABC
- 💡 Building Interaction into your training
- 💡 Dealing with Questions

### Day Two Content:

- 💡 Dealing with disruption/difficult behaviours
- 💡 Checking Learning
- 💡 Trainers Running Notes
- 💡 Programme Notes
- 💡 Workbooks/Exercises
- 💡 Case Studies
- 💡 Equipment & Materials Lists

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