



Survival Skills for the New Trainer

Course Description

Few people choose training and development while they are still in school, and yet there are talented and knowledgeable trainers working in every industry. Some individuals become trainers because they are passionate about sharing their knowledge and about helping people. Others become trainers because their employer asks them to get involved in mentoring, training, or coaching new or existing employees.

If you are thinking about becoming a trainer, or have started doing some training already and want to know more about what will help you to become an excellent trainer, this workshop will help. This one-day workshop is designed as an exploration of the essential skills that trainers need to develop, and to get you started in the learning process in an interactive and fun environment.

How You Will Benefit

This one-day workshop will help you teach participants:

- The essential background for trainers to have
- How being genuine enhances training
- The elements of good questions and applying listening skills
- Rapport building strategies
- The key skills in a trainer's toolbox
- How to identify skill areas for development

Course Content

What Makes a Good Trainer?

To start the day, we will discuss some key background material, including principles of adult learning and what the word "trainer" means.

Personal Best, Professional Best

Next, participants will learn how to create a professional image.

Being Genuine

During this session, participants will explore what being genuine means.

Assertiveness Skills

Participants will explore the differences between passive, aggressive, manipulative, and assertive behavior. They will also consider why assertive behavior is important for a trainer.

Asking the Right Questions

This session will focus on open questions, closed questions, and probing. Participants will also have an opportunity to practice these skills in an exercise.

Listening

Participants will identify their listening strengths and weaknesses through a quick quiz. We will also discuss some ways that participants can improve their listening skills.

Connecting With People

During this session, we will look at ways to build rapport and how to use facilitative training. Participants will then evaluate themselves to see what skills they need to build in these areas.

Defusing Difficult Participants

Next, we will look at some potential problem situations and ways to defuse them before they start.

Essentials for Success

We will ask participants to complete a checklist of what attributes they feel makes a good trainer. This will also help participants identify areas for further training.

Do's and Don'ts for New Trainers

Discuss a checklist of do's and don'ts.