

Train The IT Trainer

ClearCut
IT TRAINING

Duration: 2 days

Objectives: A tailored course developed around your needs in becoming an IT trainer.

Target Audience: Novice and experienced IT trainers who would like to pick up practical training techniques and refresh skills. Trainers from other skill areas who wish to widen their expertise. There are no prerequisites for this course.

Topics

Defining the role of the IT trainer

- How does training fit with presenting and facilitating?
- Exploring participant beliefs and fears about “training”
- What kind of IT trainer do you aspire to be?

Setting and using learning objectives

- Dealing with issues around system functionality
- Review of range and purpose of “warm up” exercises
- Learning styles – IT trainers and trainees
- Training sequences – e.g., “Full input, exercise and review” or “exercise, gap filling input and review”
- Working with those who want to “play and explore”
- Selecting training methods for differing groups – presentations, group work, individual work etc
- Using visual aids – PCs, PC projectors, whiteboards, flip-charts, hand-outs etc

Continued

Multiple methods for reviewing training sessions

- The purpose, design and running of group exercises
- Handling objections
- Time keeping

Building rapport with your audience

- Reading body language / Managing your own body language and emotions
- Handling common difficult situations.
- IT Trainers “trade secrets”

How to evaluate and continuously improve your training and facilitation delivery

- Measuring learning for your participants
- Short- and long-term evaluation
- Producing and committing to personal action plans

Goals & Expected Outcomes

- To be proficient in the subject, at the chosen level with the appropriate skills as covered in the tasks above.
- Delegates will achieve the required knowledge to undertake the next level of training, if desired.