

## Instructional Techniques

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Suitable for anyone who is responsible delivering for one to one or small group occupational training

Objectives:

This highly practical two day programme will show delegates how to plan, prepare and deliver on- the- job instruction. Two practical sessions , on video, will allow the techniques to be practiced and improved upon as well as improving confidence levels

Content:

- Practical instruction no 1
- Identifying training needs
- Training objectives
- Preparation for the session
- How and why people learn
- Barriers to learning
- Delivering the instruction
- Offering encouragement and feedback
- Evaluation methods
- Practical instruction no.2

Programmes can be tailor-made to your specific requirements.

## Course Category

### Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

### Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

### Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

### Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

### Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

### Bite Size Training Tasters