

Training the Trainer

Suitable for the new classroom trainer and those who have had no formal training

Objectives:

This highly practical programme will show delegates the theory as well as the techniques needed to prepare and deliver successful classroom training. Two practical sessions on video will provide opportunity for practice and improvement

Content:

- Practical training session no. 1
- The benefits of training
- How and why people learn
- Barriers to learning
- Identifying training needs
- Training objectives
- Learning styles
- Structure of the training session
- Group dynamics
- Communication during the training process
- Offering feedback
- Evaluation methods
- Practical training session 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