Years Beyond Cert IV

PREFERRED TRAINING NETWORKS

This program begins where Cert IV ends.

Is your organisation conducting more training than ever? Are you being asked to improve the skills of your current pool of trainers? Whether it is compliance training, sales training, or professional development training, you want your training to generate results. Taking people away from their busy schedules is an investment in time and money. Learn proven ways to ensure your training initiatives are dynamic, enjoyable and result in participants improving on existing behaviours.

The process of achieving behavioural change from your internal training programs is a combination of art and science.

This training program is full of proven tried and tested strategies that will make your internal and external training programs more effective. 20% of the program will be a recap of what the participants have learned from attending a Cert IV course and 80% of the program will cover new curriculum.

This practical workshop will provide you with a proven step–by step process to conduct outstanding internal training workshops.

Who Should Attend

This program is aimed at Human Resources teams, Internal Trainers & Facilitators, Sales teams, Design teams and/or Managers who you want to become change agents.

Action Plan

- *To be resourceful when things don't go according to plan*
- *To become a dynamic facilitator*
- *To make the participants' experience more interesting and lively*
- *To seamlessly deliver a presentation*
- *To build creative breaks and challenges into the day*
- *To creatively add extra value to any presentation*
- *To understand training measure metrics*

TRAINING AREAS	LEARNING OUTCOMES
1. The Psychology of Behavioural Change and NLP	Learn how people decide to make changes. Learn how habits are formed and how our thinking process is an outcome of our life's experiences. ***This module will give participants the skills to:*** • Understand the psychology of human behavioural change • Discover how experiences colour thinking • Unearth peoples learning styles • Tailor your message using NLP techniques
2. Advanced Facilitation Skills	What can you do to add value to your learning process? Often the smallest ingredient can make the biggest difference. This module gives you lots of options to consider. ***This module will give participants the skills to:*** • Consider value adds that can be included in any presentation • Use relevant case studies to generate discussion and engagement • Utilise existing knowledge within a room to get different perspectives • Utilise experiential techniques that ensure that participants will change their behaviour unconsciously • Use the process of narrative to enhance the learning experience
3. Maximising the Benefits of the Training Environment	In this module you will receive a checklist of essential equipment and tools to set up the training environment. Often a small anomaly in the training environment can distract your audience and decrease the learning index. ***This module will give participants the skills to:*** • Use a 15 point checklist to ensure safety and sustainability • Set the environment essentials before the audience arrives • Use learning tools effectively
4. Being Resourceful When Things Don't go according to Plan	Every presenter has had a bad presenting day or moment. This interactive session looks at situations that will most likely occur in a trainer's career and how to recover either immediately, or in the future. ***This module will give participants the skills to:*** • Overcome the most common errors that occur in a trainers career • Be able to label the problem correctly to eradicate future occurrence • Add innovative ideas to use the problem as an opportunity to improve the program • Redeem yourself and recover from difficult training moments • Identify the participant who will detract from the learning of others and manage their participation effectively
5. Questioning and Listening Skills	Sometimes trainers get caught up in presenting and fail to use questioning techniques. A clever questioning technique can bind members of a group together and evoke great ideas and learning. ***This module will give participants the skills to:*** • Understand the significance of questioning techniques • Understand how to use questions to unify a group • Reach consensus on organisational direction through questioning • Use laddering techniques to understand thinking styles

TRAINING AREAS	LEARNING OUTCOMES
6. Utilising Games, Puzzles, Role Plays and Break outs	How do you get people to become more involved and open to new experiences? Learn some tips to get people excited about embracing new challenges. Using activities keeps the training session fresh and ensures that participants are surprised when the day is over. *This module will give participants the skills to:* • Introduce creative exercises into training programs • Understand which tools work with which audiences • Set up challenges to achieve team unity • Work with participants that don't respond to the facilitator
7. Instructional Design Skills	Too many trainers are jamming too much information into manuals and visuals. It distracts the audience and its even worse when delivered as a reading exercise by the facilitator. *This module will give participants the skills to:* • Assemble a quality workbook in a short time frame • Use the internet more efficiently to find templates • Create PowerPoint slides that support the learning • Learn shortcuts that the professionals use
8. Measuring and Benchmarking	How can you tell if what is being delivered is adding value to the audience? Learn what tangible and intangible cues can affect a training program. Participants will understand the need to measure audience expectations before the program. Participants will then learn that a one size fits all delivery approach is not as effective as tailoring your programs to meet the audience's expectations. *This module will give participants the skills to:* • Understand the expectations of the audience before the training program • Understand what factors contribute to audience satisfaction and/or dissatisfaction • Differentiate subjective feedback from statistically significant feedback • Engage senior management in learning data
9. Managing Difficult Audiences and Building Rapport	Through an experiential learning process participants will be guided through a journey of understanding how to deal with difficult people. Every trainer is confronted with a challenging personality type at least once in a while. Being able to defuse their behaviour is one of the signs of a successful facilitator. *This module will give participants the skills to:* • Practice reflective listening techniques • Personality profile your audience and build rapport • Develop self awareness skills and the ability to manage your own behaviour • Set boundaries of behaviour and creatively engage those who transgress

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Organisations that we have designed and delivered training for include:

Department of Transport, ANZ, Lend Lease, Austin Hospital, Whitehorse City Council, BHP, Fairfax, CSL, Boeing, Judicial College and Director of Public Prosecutions.

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