



Total Solution Consultancy Ltd.

COACHING * LIFESTYLE * WELLNESS

Course Title:

Train the Workplace Trainer and Assessor Workshop

Course Description:

The shared development of people is an essential element in the competitive Macau labour market. Total Solution Consultancy Ltd provides Trainers with practical skills using current training strategies to provide the means for Organisations to develop team members. Our Train the Workplace - Trainer & Assessor - programme provides Trainers the tools to design and develop learning programmes to suit their respective areas of expertise. The programme includes how to organise, deliver and facilitate individual and group-based learning and how to plan and execute assessment activities and processes whilst allowing modification to cater for varying levels of experience as well as any organisational specifics.

Course Outline:

Part I – Course Overview / Introduction

Part II – Adult Learner

- Adult learning principles
- Learning styles
- Learning preferences
- Activity VAK – Which style are you?
- Training Needs Analysis

Part III – Design your Training

- The ADDIE Model
- Workplace competency standards
- Structure training to ensure participant engagement – session plan and task breakdown
- Activity – Putting it all together
- Activity -What visual aids did you use?

Part IV - Planning your training

- Considering the needs of your audience
- Organising equipment and physical resources
- Learning resources and materials
- Other things to consider
- Activity – What you will need to organise?

Part V - Stress management

- What is stress?
- Stress management
- Activity – How will you manage your stress?



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Part VI - Delivering training

- Use communication to deliver the message
- Persuasive communication
- Using questions as a trainer
- Projecting the right image
- Activity - Questioning
- Activity - Delivery of their 5-minute training session.

Part VII - Managing difficult participants and challenging situations

- Managing the environment
- Barriers to learning
- Practicing self-control
- Being assertive
- Activity - Managing the environment

Part VIII - Providing feedback

- Feedback principles
- Providing constructive feedback

Part IX - Training Delivery Practice

- Activity - Delivery of a 20-minute training session
- Training session feedback
- Group discussion

Part X - Ensure a transfer of learning has occurred (workplace assessing)

- Competency based assessment
- Assessment methods and tools
- Feedback during assessment
- Workplace assessing
- Activity - Developing an assessment tool
- Activity - Assessing your participants

Part XI - Evaluating your training and assessment

- What do you evaluate?
- Methods of evaluation
- Validation
- Activity - self-reflection

Part XII - Your trainer's toolkit

- Review documents

Part XIII - Your assessor's toolkit

- Review documents
- Reflection and review key points
- Where to now - action plan for workplace application



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Course duration:

3 days at 8 hours per day (or 24hrs total). Format can be modified to into a variety of flexible formats.

Course Objective:

After completing the course, the participant will be able to:

- Conduct individual and group instruction and demonstrate work skills
- Plan, organise and deliver training by interpreting learning programme documentation, contextualising existing learning materials and monitoring learning progress
- Structure learning activities to support and reinforce new learning, build on strengths and identify areas for further development
- Choose presentation strategies and techniques that will enhance audience understanding of key concepts and central ideas

Who should attend:

This training course is for managers and leaders who need to expand their knowledge of training. Examples include:

- Training managers
- Supervisors
- Managers
- Those with no training experience
- Leaders of organisations

Maximum no. of students per class:

12

Course fee:

Mop3,800 / participant including:

- Comprehensive course notes
- Morning tea and afternoon tea
- Internet access
- Certificate of completion upon passing the paper and hands on exam

Medium of language:

English