



TRAINER'S GUIDE

For Coaching and Mentoring

Course Introduction:

This is an ideal course for anyone who needs to use effective coaching skills to develop others; whether they be line managers, internal coaches, or HR professionals. Coaching is an essential activity to help improve, enhance or develop a person's skills and behavior in the workplace, and has a very positive impact on the retention of knowledge and skills, after a person has been trained.

Course Objectives:

- To understand the benefits of coaching and the role of the coach
- To realize when to use coaching as a development tool
- To identify the stages of the coaching process
- To plan and deliver a coaching session
- To practice the skills at all stages of the coaching process

Who Should Attend?

Internal and on job training trainers

Course Outline:

Module 1: Introduction

- Introduce the trainers and participants to each other.
- Define the participants' expectations of the course.
- Determine the trainees' needs.
- Provide suggestions for effective participation in the Advanced Training of Trainers course.
- Introduce the goal of the training and the unit objectives.
- Review the exercises "Where Are We?" and "Reflections."

The Training Strategy

- Research and analysis – TNA
- Training needs analysis
- Developing your customer base
- Building a training strategy
- Presenting strategy for impact
- Organizations and Change – driving the need for training
- Responding to organizational change
- Workshop – Training project to support major cultural change

Module 2: Planning for Training

- Describe the steps needed to plan for training implementation.
- Describe how to choose participants.
- Develop selected components of a training curriculum.
- Describe how to pilot test the training curriculum.
- Explain the importance of developing tools to assess knowledge and skills.
- Explain how to choose a clinical training site.
- Explain how to develop a clinical training site.

Module 3: Implementing Training

- Demonstrate the four types of role-play.
- Demonstrate a variety of advanced brainstorming techniques.
- Demonstrate how to develop a case study.
- Demonstrate the technique of mind mapping.
- Demonstrate the use of advanced lecture techniques.
- Demonstrate the use of advanced discussion techniques.
- Demonstrate the use of games and experiential learning exercises.

Module 4: Implementing Training (Cont')

- Effective Openings
- Writing Clear Training Objectives
- Group Dynamics
- Dealing With Problem Participants
- Group Training Techniques
- Activity-Based Learning
- Using Visual Aids To Enhance Training Sessions
- Seating For Success
- Preparation For Day Three
- Interactive Training Sessions To The Group
- Stop - Start - Continue - What Needs To Be Changed?
- Training Evaluation
- How Effective Is Your Training?
- Kirkpatrick's Levels Of Training Effectiveness
- Transfer Of Learning To The Workplace
- Action Planning

Module 5: Examination of various Validation and Evaluation Techniques

- Delivering improvements using - "SMART" objectives
- Application of the 10 step training model using a case study and group discussions

- Applying Validation Techniques and Methodologies
- How to construct Evaluation Surveys and implement improvements
- How to present results - evaluation in action - case studies
- Provide an overview of the four levels of evaluation.
- Develop tools for Level 1: Reaction Evaluation.
- Develop tools for Level 2: Learning Evaluation.
- Describe Level 3: Behavior Evaluation.
- Describe Level 4: Results Evaluation.

Training Follow-Up

- Provide an overview of training follow-up.
- Develop tools for training follow-up.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

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International Centre For Training & Development

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

