



Training for Excellence  
Providing Innovative Training Solutions

# Creating Training Miracles

## 3-Day Certificate Train the Trainer Program

This course gives you access to practical tools, strategies, and techniques that will make your training dynamic, engaging, and effective. The course has been designed to make it easy for both new and experienced trainers to implement the learning immediately with success.

Past participants have called this course “eye-awakening,” “mind-altering,” and “life-transforming.” Be prepared for a very different learning experience that is based on science and that will challenge the traditional approach to training and open up new ways and methods that will yield far superior results.

### Train the Trainer Program Information

Participants will learn how to:

- **Build** comfortable rapport with participants and get buy-in from the beginning.
- **Deliver** content logically and simply in a brain-friendly fashion.
- **Orchestrate** the optimum environment for training sessions.
- **Engage** the audience in multi-faceted, ingenious ways to facilitate learning.
- **Use** and combine compelling audio & visual aids to utilize more senses.
- **Choose** creative and stimulating delivery formats for "dry," technical material.
- **Facilitate** partner and group activities applicable to learning goals.
- **Transfer** information from short-term to long-term memory.
- **Plan** and design a seamless, multi-sensory training that will have lasting impact.
- **Apply** Accelerated Learning strategies for results-boosting, super-charged training.

**and much more...**

*Participants will receive a brain-friendly, interactive workbook, handy reference guides, check lists, and a certificate of completion.*

## **3-Day Train the Trainer Course Outline**

*Note: Minimal changes to the course outline may occur at the instructor's discretion.*

### **DAY 1**

#### **Brain-Compatible Training Techniques**

- Brain facts
- Why you need to present information to both sides of the brain
- Brain energizers

#### **Opening a Training Session**

- How to build instant rapport with participants, melt resistance, and get buy-in from the beginning
- Overcoming learning barriers
- Creative ways to open a training session
- Setting ground rules and why they are important in participative training

#### **4 Key Presentation Strategies**

- 3 step power formula for providing a global understanding of the material presented
- How to “chunk” information for easy assimilation
- “Signal phrases” and how to use them
- How to revisit content in multiple ways and why it's so important
- What to do when there's not enough time to deliver all the material

#### **5 Deadly Mistakes Trainers Should Avoid**

- Understanding what creates a negative training climate and shuts down learning

#### **Understanding How Adults *Really* Learn**

- Introduction to Accelerated Learning (AL) methodology
- The instructor-centered versus the participant-centered approach to learning
- How traditional training tends to suffocate real learning

#### **Different Learning Styles and How To Accommodate Them**

- The different needs of visual, auditory and kinesthetic learners
- VAKI principle—training strategies for each type
- How to reach all learning modalities when conducting training

#### **Liven Up Your Training (special bonus section)**

- Learning activities and games you can easily replicate that will motivate learners, boost their energy, and make retention soar

## **DAY 2**

### **Listening Skills**

- 2 common myths
- 3 levels of listening
- How to encourage “active listening”
- 10 tips to becoming a better listener

### **How To Field Questions**

- Avoid 3 common mistakes when responding to questions
- When should you re-direct questions?
- 5 tips on fielding questions
- How to ensure equal “air-time” for everyone in the room

### **Handling “difficult” participants with ease**

- Techniques to effectively deal with the most common types
- Prevention strategies to avoid the encounter in the first place

### **Creating an Optimum Training Environment (no matter where you train!)**

- How the environment impacts learning
- Elements of a positive, stimulating training environment
- 4 important factors for choosing a room, and what to do when you have no choice
- Bonus: A handy “Setting the Stage” check list

### **Combining Media To Make An Impact**

- Avoiding “death by power point”. Use simple methods to create compelling visuals—what to include and what to leave out
- Do’s and don’ts of PowerPoint
- Using brain-compatible flip-chart techniques
- Using music to enhance learning
- Engaging the image-brain for rapid memorization

### **Energizing Computer-based Training and E-learning**

- Inherent problems with computer-based training and what to do about them
- Creative strategies for revitalizing technical training
- How to make computer-based training practical for all learning styles
- Games and activities that will make the learning process more effective
- Special room set-up allowing for a flexible and fluid training environment
- Tips for improving the e-learning experience

## **Managing the Classroom/Training room**

- The number 1 factor affecting learning that most trainers don't even know about, and how to use it to boost comprehension and retention
- Directing the group's focus
- Helping ALL learners keep up with the pace of classroom instruction

## **Physical & Mental Energizers**

Use physical and mental energizers to:

- Recharge a group when the energy is waning
- Increase alertness and attention
- Transition to a new topic

## **DAY 3**

### **Engagement Strategies For Enhanced Learning**

- Keeping your participants alert, engaged, open and relaxed
- Using rapport-building techniques with success
- Using activities and games to reinforce the learning
- Implementing a variety of learning exercises

### **Presenting Information For Optimum Comprehension and Recall**

- Why "data dumping" is severely counter-productive
- Various techniques to reinforce memorization and "lock in" new content
- How peripherals can significantly increase learning
- HOT Tips for your trainer toolbox

### **How To Debrief an Activity (bonus handout)**

- Skillfully "draw out" the learning
- Making the intangible tangible
- Using a clear-cut model for effective debriefs
- Questions to use with any group

### **How To Give Feedback/Coaching (bonus handout)**

- Making feedback easy using a 5 step process

## **Closing a Training Session**

- Common mistakes to avoid
- Allowing reflection on the content to create a sense of “ownership”
- Wrap-up techniques to cement the commitment to continued learning and application

## **Instructional Design Strategies & Tools (can be tailored to new and/or advanced trainers)**

- Instructional Design 101: The basics
- Crucial design elements for deep, transformative learning
- How to organize and sequence content in a logical, brain-friendly fashion
- The secret unveiled: Our unique and easy-to-use instructional design model
- How to create compelling, interactive handouts/workbooks
- Bonus: Our handy AL Course Design check list

## Client Comments

*"I can't believe it has been 4 months and I still remember and use 90% of your techniques....effectively and with a lot of laughs!"*

—Yolanda Estrada, Training Professional, California

*"As a result of standardizing our training curriculum and putting the LDAs through your training program, which emphasized both design elements and excellence in delivery, we have experienced a **40% growth in our production over last year.**"*

—Gerry Heiple, Former VP, Foresters

*"A good course for all trainers to get a **comprehensive** understanding of what is important for a trainer to consider while delivering programs. **A program you must attend!**"*

--Ritu Bagla, Director of Training, Citibank

*"I learned more practical skills in Donna's training than I did in my 2-year certification training in Adult Learning."*

—Debra Ritchie, Training Specialist, Calgary, Canada

*I have to say, I was surprised at the enthusiasm with which Donna's material was received by this really tough audience. It really struck a chord with them, and made an impression. I never would have envisioned our technical people... accepting, let alone learning from and enjoying, so many right brained methods. I believe the key was the way Donna helped them understand the "why" behind these methods and the "WIIFM" as it applies to them as trainers. **Previous programs we've contracted have demonstrated some of the methods, but really didn't get into the logic of accelerated learning.** That made a big difference. Donna tied it all together for them. **Thanks again for a superb program.***

— Jeff Oster, Technical Training Manager, Schindler Elevator

*"My staff can't wait to start implementing the valuable strategies and tools that Donna shared with us for designing and facilitating training. **The whole team, including myself, are re-energized and excited about our future training sessions.**"*

—Patsy Westcott, UI Program Coordinator, Alaska Department of Labor

*"I cannot recommend Donna and her training enough. **Whether you are a sales professional or sales trainer or someone who needs to communicate to others, this is HIGH IMPACT stuff!** You will take things away instantly that will make your daily work and communication much more effective."*

—Janet Pack, Recruitment and Sales Professional, W.A.

*The training not only re-energized the team, but gave us new insights on AL strategies that can be used in technical training and other training as well. **We all walked away with new skills, new ideas and new tools that are now incorporated in our employee training program.** I would highly recommend this training...*

—Laura Clellan, Chief, Training Division, HAC Department of Veterans Affairs



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## **Company Profile**

Training for Excellence is a well-established, global training provider within the field of learning and development, using innovative tools, strategies and systems to make learning easy, efficient and effective with any combination of training delivery methods.

Through tailored solutions, Training for Excellence aims to optimize and standardize training programs for clients both in private and public sectors. The goal is to help clients build a learning ecology that supports confidence and proficiency in the workplace through “effortless” and rapid acquisition of new knowledge and skills.

## **Your Lead Facilitator**

Donna Garnvik, B.A., M.C.S. (Masters of Communications) is an accomplished, dynamic, and client-driven training professional offering 14 years of progressive experience in training, facilitation, and instructional design. She is the vice-president of Training for Excellence.

Donna has delivered programs internationally and is one of the pioneering Accelerated Learning practitioners who can truly make the complex simple, and facilitate practical learning experiences that yield tangible and profound results. She has received outstanding ratings over the years from clients all over the world.

Representative clients include: Boehringer Ingelheim, Baxter, Birla Sunlife Insurance, Citibank, Foresters, Fritolay, Henkel Loctite Corporation, L’Oreal, Polaris, Procter & Gamble, Sabcon, Siemens, Staples, Toyota, Toshiba.

## **Support Team**

Training for Excellence offers a support team of learning and development professionals, including experts in the areas of PowerPoint development, instructional design, graphic design, and desk top publishing.

Our goal is to offer complete solutions that achieve uniformity and consistency in all aspects of a client’s training program. Training delivery, program materials, and interactive learning media will speak the same brain-compatible, easy-to-assimilate “language” that enables learners to master information quickly and effortlessly.