

# Gearing You For Growth

Bursaries | Business Skills | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

## Supervisory Skills For The New Trainer

### Course Overview

Few people choose training and development while they are still in school, and yet there are talented and knowledgeable trainers working in every industry. Some individuals become trainers because they are passionate about sharing their knowledge and about helping people. Others become trainers because their employer asks them to get involved in mentoring, training, or coaching new or existing employees. Trainers also get started when they want to make some changes to their daily activities but wish to continue contributing to a particular organization or industry.

If you are thinking about becoming a trainer or have started doing some training already and want to know more about what will help you to become an excellent trainer, this workshop will help. This one-day workshop is designed as an exploration of the essential skills that trainers need to develop, and to get you started in the learning process in an interactive and fun environment.

### Course Objectives

This one-day workshop will teach delegates:

- The essential background for trainers to have.
- How being genuine enhances training.
- The elements of good questions.
- How to apply listening skills.
- Rapport building strategies.
- The key skills in a trainer's toolbox.
- How to identify skill areas for development.

### Prerequisite

There are no prerequisites.

### Target

This workshop is for Training Managers, Facilitators, or anyone moving into a training role.

### Duration

- 1 Day



## Course Outline

### What Makes a Good Trainer?

To start the day, delegates will discuss some key background material, including principles of adult learning and what the word "trainer" means.

### Personal Best, Professional Best

Next, delegates will learn how to create a professional image.

### Being Genuine

During this session, delegates will explore what being genuine means.

### Assertiveness Skills

Delegates will explore the differences between passive, aggressive, manipulative, and assertive behavior. They will also consider why assertive behavior is important for a trainer.

### Asking the Right Questions

This session will focus on open questions, closed questions, and probing. Delegates will also have an opportunity to practice these skills in an exercise.

### Listening

Delegates will identify their listening strengths and weaknesses through a quick quiz. Delegates will discuss some ways which they can improve their listening skills.

### Connecting With People

During this session, we will look at ways to build rapport and how to use facilitative training. Delegates will then evaluate themselves to see what skills they need to build in these areas.

### Defusing Difficult Delegates

Next, delegates will look at some potential problem situations and ways to defuse them before they start.

### Essentials for Success

Delegates will be asked to complete a checklist of what attributes they feel makes a good trainer. This will also help delegates identify areas for further training.

### Do's and Don'ts for New Trainers

To wrap up the learning points, delegates will discuss a checklist of do's and don'ts.