

AchieveGlobal Certification System

Trainers have it tough these days. They need the skills and confidence to create top-notch classroom experiences that bring bottom-line results.



Time-tested tools and techniques to enhance trainer effectiveness

The Certification Workshop

This interactive workshop presents a variety of proven techniques guaranteed to enhance both presentation style and leadership ability. New and experienced trainers improve the speed and quality of learning with material from any source and become more effective in every aspect of their job as they learn to:

- apply the principles of trainer excellence
- create a stimulating, motivating learning environment
- provide feedback, manage activities and materials
- project confidence and professionalism in the classroom

Participants enjoy numerous opportunities for practice and feedback in a range of relevant situations. They quickly understand the value of the skills and strategies they've learned by observing the positive effects of applying the skills. Armed with that understanding, participants are eager to make the new skills a permanent part of their trainer toolbox and use them to enhance their training classes.

Module Highlights & Outcomes

Module 1: Helping Adults Learn

Upon completion of this module, participants will be able to:

- recognize adult learner characteristics, learning styles and motivators
- understand the learning process and how activities impact learning
- create a motivating learning environment
- model the Principles of Trainer Excellence

Module 2: Roles of the Trainer

Upon completion of this module, participants will be able to:

- understand the roles of the trainer and select the most appropriate for any given scenario
- identify behaviours and attitudes to successfully fulfill each role
- understand how to achieve the instructional intent of each activity

Module 3: Giving Feedback

Upon completion of this module, participants will be able to:

- understand the two types of feedback: non-evaluative and evaluative
- demonstrate the use of two skills: positive and balanced feedback
- apply appropriate feedback techniques

About AchieveGlobal

AchieveGlobal is the world leader in helping organizations translate business strategies into business results by developing the skills and performance of their people. Our learning-based solutions focus on skills training and consulting services in sales performance, customer service, leadership and teamwork.

With offices throughout North America and a presence on every continent, we serve more than 70 countries, and offer programs and services in more than 40 languages and dialects. We continually adapt and translate our programs and services to meet the needs of global cultures.

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Module 4: Working with Challenging Behaviours

Upon completion of this module, participants will be able to:

- identify and categorize challenging behaviours
- select appropriate techniques for working with challenging behaviours
- resolve challenges effectively and maintain participants' involvement in the training

Benefits all around

Equipped with the skills learned from the Certification System, and working in conjunction with their implementation team, trainers exhibit new-found confidence and enthusiasm for their jobs. Once that excitement spills over to the training room, employees actually begin to anticipate—rather than dread—the training experience. And once that happens, you'll see a positive return on both the time and the money you've invested in training.

AchieveGlobal provides on-going reinforcement messages and trainer tips, as well as training management ideas that are posted regularly on our Resource Center at www.achieveglobe.com. Throughout the year, we host a variety of trainer events and also issue a newsletter. These provide client trainers and their managers with tools, techniques and ideas for furthering their skills and their participants' classroom experiences.

Program Specifications

Audience

Trainers who are new or experienced, including functional and emerging trainers

Length

3 day seminar

Format

Reading, skill modeling, group discussion, skill practice, practice sessions/presentations with feedback, self-assessment

Delivery

AchieveGlobal Master Trainer

Classroom materials

Prewrite, action plans, program book

Class size

Maximum 6 participants