



Course: Train the Trainer with Emotional Intelligence (Seminar)

Contact Hours: 18

Pre-requisite: None

Abstract

This course offers participants an understanding of the key philosophy of learning including learning styles and principles. The components of Emotional Intelligence as opposed to cognitive intelligence (intellect) would be discussed, as well as the many benefits of incorporating these concepts into facilitating training/lecture sessions. Methods of training, developing training modules and training resources will also be discussed. At the end of this programme participants would be capable of successfully developing, executing and evaluating a training workshop.

Target Audience

Professional Trainers, Instructors, Training Managers, Coordinators, Human Resource Personnel, Teachers and anyone desirous of conducting an effective training session.

Learning Outcomes

On completion of this course, learners will be able to:

1. Describe the essential competencies and qualities of an effective trainer and the links with Goleman's Emotional Intelligence (EI).
2. Discuss the key principles of Adult Learning, Kolb's Learning Cycle, learning styles and their application in enhancing the training/learning process.
3. Write core Instructional learning objectives utilising Bloom's Taxonomy of Learning Outcomes and the SMART acronym.
4. Analyse the steps to be taken in the development of a course/program and explain the significance of each to the design process.
5. Plan and deliver relevant training modules/sessions utilising key learning principles and the Systematic Learning Process.

6. Design and utilise appropriate training aids, media and instructional resources for effective delivery.
7. Select different training methods and utilise them along with basic facilitation skills in establishing a favourable learning climate.
8. Select and implement methods of evaluating and assessing training from theoretical and practical viewpoints.

Course Content

Planning and Developing the Training (Learning Outcomes # 1, 2, 3, 4, 5, 7)

- Icebreakers & Handling Anxiety
- Essential qualities and competencies of an effective Trainer – the links with Emotional Intelligence unveiled
- The DISC Personality Style Inventory (Identifying core personality)
 - Emotional versus Cognitive Intelligence - Training & Teaching with EI
 - Adult Learning Principles & Styles, The Learning Process
- Designing the Training Program - Components of the Systematic Learning Process and Training Needs Analysis
- Programme Design for Transferring Information & Testing for Understanding
- Writing Instructional Objectives
- Creating and sustaining a climate conducive to Learning - The need for warmth and professionalism, motivation, relevance, rapport-building, and the use of colour and sound, use of group dynamics, energizers, games, icebreakers
- Preparation for the Training Session

Developing the Training Programme - (Learning Outcomes # 5, 6, 7 & 8)

- Organizing & Sequencing Information.
- Strategies/Techniques for Transferring Information - approaches, appropriateness in different contexts, advantages & disadvantages
- Training Resources and Methods: Visuals, PowerPoint presentations, demonstrations, handouts, interactive instruction, questioning skills etc. Choice and suitability
- Session/Lesson Plans - Planning & Developing - Introductions, Sharing of Learning Objectives and Content and Evaluation
- Testing for Understanding - Assessment Methods and Techniques, Feedback
- Strategies for Handling Disruptive behaviours and Difficult situations
- Incorporating basic facilitation skills - Importance of effective two-way communication in arousing and sustaining participants' buy-in, and enthusiasm

- Organising for effective Practice Sessions & Feedback

Delivering the Training/Lesson - (Learning Outcomes # 5, 6, 7 & 8)

- Communication Skills - Verbal & Non-Verbal Behaviour
- Presentation and Public Speaking skills
- Practice sessions & Feedback
- Conducting Effective Assessment and Evaluation of Training
- Giving and receiving effective and timely Feedback.
- Looking Back & Planning Ahead