Course: **Train the Trainer with Emotional Intelligence**

Contact Hours: **24 Hours**

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, along with cognitive intelligence (intellect) would be explored, 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 effective training sessions.

Learning Outcomes

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

1. Apply the essential competencies and qualities of an effective trainer into their own training, linking them with Goleman's five (5) elements of 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. Communicate effectively with their trainees and their peers
4. Write core instructional learning objectives utilising Bloom's Taxonomy of Learning Outcomes and the SMART acronym.
5. Analyse the steps to be taken in the development of a course/programme and explain the significance of each to the design process.
6. Plan and deliver relevant training modules/sessions utilising key learning principles and the Systematic Learning Process (SLP).
7. Design and utilise appropriate training aids, media and instructional resources for effective delivery.

8. Select different training methods and utilise them along with basic facilitation skills in establishing a favourable learning climate.
9. Select and implement methods of evaluating and assessing training from theoretical and practical viewpoints.

Course Content

1. **Principles of Learning and Instructor Competencies** *(Learning Outcomes 1, 2)*

   - Essential qualities and competencies of the effective trainer

   - Understanding what learning is and what it is not.

   - The different kinds of learning.

   - Principles of Adult learning and what affects it (andragogy) vis-à-vis Child learning (pedagogy).

   - The Seven (7) Learning Styles based on Howard Gardener's multiple intelligences.

2. **Effective Communication Skills for Trainers** *(Learning Outcomes 1, 3)*

   - Consciously engage in Active Listening

   - Employ various Listening Styles

   - Interpret and use body language for more effective communication

   - Select the most appropriate medium of communication in any given context

   - Incorporate Emotional Intelligence in all aspects of training

3. **Preparing and Structuring the Training** *(Learning Outcomes 4, 5, 6)*

   - Conduct a Training Needs Analysis (TNA)

   - Design an effective training programme using the Systematic Learning Process (SLP)

   - Develop the course content based on the TNA

   - Incorporate Bloom's taxonomy in developing Learning Objectives

   - Generate a comprehensive Lesson Plan

   - Prepare and structure an effective Presentation

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4. **Training and Presentation Skills** *(Learning Outcomes 7, 8, 9)*

- Conduct an effective training session using the PAF model

- Select and utilise methods of Information Transfer that are most suitable for the target group and the environment

- Employ a range of techniques to engage learners and increase participation for maximum results

- Test for Understanding using a variety of methods

- Employ a range of visual aids and other media, such as PowerPoint, to enhance presentations

- Provide learners with effective feedback

- Strategies for handling Disruptive Behaviour and difficult situations

- Conduct an effective assessment and evaluation of the training