Friesen, Kaye and Associates

Instructional Techniques

FKA

Friesen, Kaye and Associates
The Experts in Knowledge Transfer
and Workplace Performance

This award-winning program is simply the finest Train-the-Trainer program available. Developed in conjunction with the acknowledged standards for instructional excellence, it is the cornerstone for: CompTIA CTT+ Classroom Trainer certification, Microsoft Certified Trainer (MCT) certification, and FKA's Professional Facilitator Certification.

The focus is on you in this dynamic program. You will develop your classroom facilitation skills by delivering three separate lessons based on content from your own environment. You'll get oral and written feedback from our skilled program leaders and receive video recordings of your lessons for personal viewing.

Who Should Attend?

- New trainers, instructors and facilitators who require concepts and techniques to deliver learning programs.

- Learning and line managers who are responsible for evaluating the quality of professional instructional staff.

- Trainers, instructors and facilitators seeking certification: CompTIA CTT+ Classroom Trainer, MCT or FKA's Professional Facilitator.

- Experienced trainers, instructors and facilitators seeking a systematic approach to course delivery.

Key Benefits

1. Learn from the best facilitators in the industry.

2. Small classes ensure you get individual attention and expert feedback.

3. Establish a solid grounding in the basics and build your confidence and skills from there.

4. Immediately start using all the practical techniques you will need to be successful back on the job.

5. Take home a comprehensive manual that supports effective adult learning during training and will be a valuable reference back on the job.

Post-Learning Sustainment

As a participant in an FKA program, you are entitled to a complimentary Post-Learning Sustainment:

- Transfer Strategy: one-hour online, live-facilitated coaching session (2-3 weeks post program) to maximize and reinforce learning.

- One-Year Hotline: connect with our experts to discuss your learning initiatives, lessons learned, successes, challenges and best practices.

"I have to say that Friesen, Kaye and Associates provided one of the most complete training experiences that I have had in a long time, from pre-material to the material/ information during the program, to post information. I will look for opportunities to use you again." K McIver, Air Canada

Objectives

Upon successful completion of this program, you will be able to:

- Integrate the principles of adult learning into delivery.
- Use learner-centered lesson objectives.
- Conduct application activities to confirm the achievement of lesson objectives.
- Apply the Systematic Learning Process to delivery.
- Apply motivational strategies during training.
- Implement a variety of presentation methods.
- Use questions to draw on learners' knowledge and experience.
- Respond to learners' questions using four different methods.
- Use instructional media to clarify content and maximize retention.
- Incorporate relevant examples.
- Test for understanding using questioning techniques.
- Interpret the four stages of learning.
- Give and receive constructive feedback.
- Identify strategies to handle difficult situations.
- Demonstrate effective verbal and non-verbal behavior.
- Organize and sequence content to maximize learning.
- Improve delivery skills through application and feedback.
- Plan continued self-development as a facilitator.

Agenda

Day One
- Welcome and Introductory Activities
- Adult Learning Principles
- Lesson Objectives
- Systematic Learning Process
- Motivation
- Preparation
- Application & Feedback Session #1
- Set-up: Application & Feedback Session #2
- Summary

Day Two
- Review
- Information Transfer
    - Conducting demonstrations
    - Asking questions
    - Handling learners' questions
    - Using visuals
    - Incorporating relevant examples
- Test for Understanding
- Preparation
- Application & Feedback Session #2
- Set-up: Application & Feedback Session #3
- Summary

Day Three
- Review
- Application and Feedback
- Handling Difficult Situations
- Verbal and non-verbal behaviors
- Organizing and Sequencing
- Preparation
- Application & Feedback Session #3
- Looking back and planning ahead