

Friesen, Kaye and Associates



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The Experts in Knowledge Transfer
and Workplace Performance

Instructional Techniques for Subject Matter Experts and Occasional Trainers

This two-day program, designed for the occasional trainer, is derived from FKA's award-winning, three-day Instructional Techniques program.

This program is essential for individuals whose roles have expanded to include delivering learning in a traditional classroom-based environment. This dynamic, "fundamentals", program provides the essential skills required to manage a traditional classroom and apply techniques specifically designed to motivate and engage learners and effectively transfer skill and knowledge. You will have plenty of opportunity to apply a systematic learning process and adult learning principles by presenting *two practice lessons*, based on content from your own environment. You will receive oral and written feedback from our skilled CTT+ certified program leaders and receive recordings of your lessons and feedback for personal viewing and future reference. You will experience the classroom from both a learner's and instructor's perspective.

Who Should Attend?

- Professionals who are called upon occasionally to facilitate learning in a traditional learning environment.
- Subject matter experts who deliver learning in a traditional classroom.
- Experienced instructors who have been out of learning for more than a year and need a refresher course.
- Learning and development managers who are responsible for the performance of their staff.

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 Session:

- **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

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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.
- Give and receive constructive feedback.
- Demonstrate effective verbal and non-verbal behavior.
- Improve delivery skills through application and feedback.
- Plan continued self-development as an instructor.

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
- Looking back and planning ahead