

# Friesen, Kaye and Associates



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

## Instructional Techniques for Subject Matter Experts and Occasional Trainers

### Facilitated Virtually

This program, designed for the occasional trainer, is facilitated online consisting of six (6) 2hour live facilitated sessions. It is ideal for traditional trainers responsible for transferring skill and knowledge in a classroom-based, face-to-face environment. This program is facilitated virtually, and in the context of implementing a systematic learning process in a face-to-face environment.

This program is essential for individuals whose roles have expanded to include delivering learning in a 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*

# Instructional Techniques for Subject Matter Experts and Occasional Trainers

## 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

### Live Session 1 - Fundamentals of Learning

- Introductions, objectives, overview
- Adult Learning Principles
- Lesson Objectives
- Systematic Learning Process
- Key takeaways and wrap up

### Live Session 2 - Incorporating "VIVE"

- Initial and Ongoing motivation
- VIVE:
  - Variety
  - Interaction
  - Visuals
  - Examples
- Key takeaways and wrap up

### Live Session 3 – Practical Application

- First practice lesson (5 to 7 minutes) and feedback

### Live Session 4 - Setting Learners up for Success

- Group Process
- Managing the task component
- Testing for Understanding
- Question Levels
- Aligning test for understanding with objectives Application and feedback
- 4 stages of learning
- Key takeaways and wrap up

### Live Session 5 – Practical Application

- Second practice lesson (7 to 10 minutes) and feedback

### Live Session 6 - Managing Group Dynamics

- Difficult Situations
- Instructor verbal and non-verbal behaviours
- Organizing and sequencing
- Expectations revisited / Action Planning
- Program wrap-up

