

# Friesen, Kaye and Associates



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

## Instructional Techniques Online Program

### Facilitated Virtually

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 program is facilitated online consisting of six (6) 2hour live facilitated sessions. This program is ideal for the traditional instructors 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. The focus is on you in this dynamic program. You will develop your classroom facilitation skills by delivering two separate lessons based on content from your own environment. You'll receive oral and written feedback from our skilled program leaders and receive recordings of your lessons for personal viewing and future reference. Your FKA, CTT+ certified, instructor will model the instructor competencies while you'll enjoy the program from the learner's and instructor's perspective.

### 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. Receive 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 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*

# Instructional Techniques

## 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 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 – Managing Group Dynamics

- Difficult Situations
- Instructor verbal and non-verbal behaviours
- Organizing and sequencing

### Live Session 6 – Practical Application

- Second practice lesson (7 to 10 minutes) and feedback
- Expectations revisited / Action Planning
- Workshop wrap-up