

TRAIN THE TRAINER WORKSHOP**November 2, 2017, 9 am to 3 pm at the RIDOH Offices****Presented by Learning Dynamics**

Are you called upon to train others as a part of your job? This “hands on” training will provide you with an overview of the basic skills of effective trainers that can be applied to workplace training programs.

Learning Objectives:

- Identify six traits of an effective trainer.
- Explain the important of knowing your audience
- Describe how to effectively introduce a training session.
- Describe as least four training methodologies.
- Describe when to use media.
- Identify two major types of questions used in a training session.
- Describe three techniques for handling challenging training participants.

Pre-Work:

Attendees read short article, *Principles of Adult Learning*

DRAFT AGENDA

9:00

- Intros and “Meet on the Common” Icebreaker
- Training Style Assessment
- Trainer Traits (in smaller groups)
- A Good Training Session

10:10 BREAK

- Principles of Adult Learning/Knowing Your Audience
- Methodologies, PowerPoint, Flip Charts
- Training Don’ts/Preparing to Training/Room Setup
- Introducing the Training Session
- Prepare for Practice Presentation

12:00 LUNCH

- Practice Presentations (3-4 minutes per person)
- Avoiding Distracting Behaviors/Co-Facilitating
- Types of Questions/Active Listening/Giving Instructions/Handling Q&A
- Handling Difficult Participants

3:00 ADJOURN

INSTRUCTORS

Maureen Ross Gemme

Senior Learning Consultant

Maureen's extensive experience as a corporate trainer, human resources generalist, and communications specialist for a Fortune 200 company have prepared her to deliver expert consultation and training services to Learning Dynamics clients. Over the past 30+ years, she has had program management, senior consultant, leadership development, and public speaking responsibilities and has worked with thousands of participants at all organizational levels. Maureen has also created performance-driving curriculum for professionals in leadership, consulting, business analyst, human resources, customer service, and information technology roles. Her passion and enthusiasm for her work and the topics are demonstrated in her dynamic presenting and speaking styles, and she inspires positive changes to improve organizational results.

Maureen holds a BA in psychology from University of St. Joseph and an MA in education from Capella University.

Calvin Morgan

Vice President

Calvin Morgan has more than 20 years of experience in employee relations and training. Known as "The Dean of Consultants" at Learning Dynamics, Calvin has designed and presented training programs in diversity, effective presentation skills, business ethics, workplace violence awareness, customer service, and sexual harassment. His successful presentations have been lauded across industries, including banking, insurance, manufacturing, pharmaceutical, utility, and retail. His client list includes the Chicago Cubs, the New York Mets, Otis Elevator, EMD Serono, Union Savings Bank and Yale University. He has served on the CT Commission for the Advancement of Diversity and he is a graduate of Leadership Greater Hartford. He has been an enthusiastic competitor in "Toastmaster's International World Championship of Public Speaking," and he is a member of The Toastmaster's Hall of Fame.

Calvin holds a BS degree from New Hampshire College, and he is an adjunct professor at Post University (CT) and Briarwood College.