

TRAINING FOR TRAINERS



Train Your Team

see group discount details on back page

SEPARATELY BOOKABLE SEMINARS



FACILITATED BY

Train the Trainer

2 & 3 JUNE 2010 – MERCURE HOTEL, AUCKLAND
24 & 25 JUNE 2010 – MUSEUM HOTEL, WELLINGTON

Advanced Train the Trainer - Results Based Training and High Level Transformational Group Facilitation Skills

28 & 29 JUNE 2010 – MERCURE HOTEL, AUCKLAND
14 & 15 JULY 2010 – DUXTON HOTEL, WELLINGTON

Instructional Design - Designing Effective Training Materials

17 JUNE 2010 – INTERCONTINENTAL HOTEL, WELLINGTON
9 JULY 2010 – MERCURE HOTEL, AUCKLAND

- Equip yourself with effective training and learning methods and be a confident trainer.

- Equip yourself with high level approaches to both organisational and classroom learning, facilitating groups and grow your confidence as a trainer and facilitator.

- Develop and produce training materials that engage and inspire learners

Penny Holden



Cate Shave



SECURE YOUR PLACE TODAY!

Phone (09) 912 3616 • Fax (09) 912 3617

Email register@brightstar.co.nz

BrightStar
TRAINING



Certificate



Limited Class Size



Company Guarantee



Interactive

For more information visit www.brightstar.co.nz

Train the Trainer

2 & 3 JUNE 2010 – MERCURE HOTEL, AUCKLAND • 24 & 25 JUNE 2010 – MUSEUM HOTEL, WELLINGTON



COURSE OUTLINE

The Trainer Role

- Role of the trainer
- Model for effective learning in the workplace
- Role of the manager
- Role of the trainee
- Trainer as a consultant
- Maintaining learning relationship
- Developing a strategy for your workplace

Adult Learning

- How do adults learn best?
- Learning styles
- Overcoming obstacles to learning in adults
- Implementing competency based training in your environment

Analysing Training Needs

- Distinguishing between a performance problem and a training need
- Conducting a practical needs analysis in the workplace
- Determining what training is relevant to the job
- Developing a task analysis that determines task content, criteria and conditions

From Training Needs to Clear Learning Objectives

- Implementing standard based competencies as a basis for training
- Writing performance objectives
- Setting performance criteria as a baseline for on-the-job performance
- Planning makes perfect

Designing a Training Session Plan

- Recognising the characteristics for a learner-centred session plan
- Trainer and learner's actions during the training session
- Planning and designing your own session plan for an upcoming training session
- Creating practical exercises, role plays, group solving exercises and discussions

Creating a Positive Training Environment

- Identifying elements of a positive training environment
- Setting up the learning environment correctly, timing and logistics
- Resources – Writing training notes and documentation

- Conducting an on-the-job training session that includes explanation, demonstration, practice and review
- Handling difficult situations and individuals

Styles of Delivering

- Outlining different methods of training to motivate learners to learn
- Exploiting technology and other visual aids
- Best practice tools and techniques to build rapport, motivate your audience and keep training alive
- Energisers
- Role plays
- Discussion groups
- Developing your own personal style to match a multitude of training events
- Methods for closing courses
- Body language, voice control and eye contact to enhance your credibility
- Emotional intelligence- What is it? Why develop it and how?
- Group dynamics – The fundamentals

Evaluating and Giving Feedback

- Considering the levels of evaluation and assessment
- Obtaining feedback from participants about initial reaction to the training
- Assessing learning
- Identifying changes in the on-the-job performance
- Assessing the difference learning makes for the workplace
- Incorporating participant feedback into future training
- Identifying whether the skills learnt have been implemented in the workplace
- Providing feedback of results - Techniques to reinforce, encourage learning and the application of new skills

Assessing Transfer of Skills

- Determining the best time and the best place to assess learning
- Developing a range of assessment techniques to measure learning achievement
- Practising rapport building techniques
- Recognising skills, qualities and characteristics of a successful trainer

TRAIN YOUR TEAM AND SAVE

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Advanced Train the Trainer

- Results-Based Training and High Level Transformational Group Facilitation Skills

28 & 29 JUNE 2010 – MERCURE HOTEL, AUCKLAND • 14 & 15 JULY 2010 - DUXTON HOTEL, WELLINGTON



COURSE OUTLINE

The Fundamentals

We address the following essential core components to transformational learning that delivers performance results:

From Needs Analysis to Performance: Structure, System and Process

- Defining and constructing Learning or Training Needs Analysis (L/TNA)
- Aligning L/TNA with organisational values and performance deliverables
- Identifying and measuring ROI (return on investment) and success criteria
- Creating effective evaluation methodology
- Applying the 80/20 rule for effective learning and performance
- Building on the learning cycle and options for learning
- Essential Pre- and Post- programme work
- Building a learning framework (subject-specific)
- Clarifying the role of Managers' in managing learning
- Defining and managing performance improvement needs vs. training

Creating Effective Transformational Learning within the Classroom

- Designing transformational activities
- Utilising diverse methodology in the right way, at the right time
- Exploring the dynamic between learners' compliance and commitment

- Creating 3D (3 Dimensional) learning
- Developing effective course structure
- Enhancing the 4 learning styles for maximum benefit
- Flexing your own style to achieve learning outcomes

High Level Facilitation within the Classroom

- Establishing the right environment: Scene setting and culture development
- Establishing and facilitating boundaries that make it easy for you
- Working with the theory of group dynamics to your advantage
- Identifying and managing informal roles within groups
- Making use of 4 personality types within the classroom
- Effectively managing the extremes of the behaviour type within the classroom
- Managing interference and disruption with respect
- Managing yourself under pressure and facilitating to achieve results
- The value and use of intuition and flexing within learning objectives for maximum learning
- Emotional intelligence at work in your classroom



OTHER COURSES YOU MAY ALSO BE INTERESTED IN:

Clear Business Writing – June/July 2010

Managing Technical Professionals – June/July 2010

Finance for the Non Financial Manager – July/August 2010

Advanced Excel Spreadsheet Skills for Non Financial Managers – August 2010

Instructional Design - Designing Effective Training Materials

17 JUNE 2010 - INTERCONTINENTAL HOTEL, WELLINGTON • 9 JULY 2010 – MERCURE HOTEL, AUCKLAND



COURSE OUTLINE

Choosing the Right Kind of Material to Produce

- Choosing the right kind of material to produce
- Types of learner (and trainer) materials
- How different materials can be used to support training
- When to source and when to create
- Opportunities in e-learning

The Development Cycle and Roles in Instructional Design

- Working with Subject Matter Experts (SMEs) and other stakeholders
- Drafting text and designing learning activities
- Working with graphic designers
- Editing and proofreading
- Piloting training materials
- Preparing materials for print or online deployment

Producing Materials that are Engaging and Effective

- Connecting with different learning preferences
- What voice will work best with your learners?
- Don't forget the WIIFM
- Ordering information and providing structure
- Avoiding copyright infringements
- Working with organisational style guidelines
- The importance of layout and white space
- When and how to use tables and other visuals
- Making complicated technical concepts simple

Assessing the Learning

- Ways to give feedback within learning materials
- Building in opportunities for self-evaluation
- Working with NZQA Unit Standards
- Opportunities for online assessment



IN-COMPANY TRAINING SOLUTIONS

If six or more staff in your organisation would benefit from training, you should consider our customised in-house solution.

Some of the benefits of our in-house events include:

- Cost effective: Save up to 40% on costs over public training
- Time efficient: Flexible timing and locations to suit your needs
- Tailored to your needs: You can provide input into the content in accordance with your unique training needs
- Interactivity: You can participate in discussion of day-to-day experiences and organisational problems in confidence
- Packed with valuable advice from our highly trained instructors



To find out more, please call (09) 912 3610 or email mike@brightstar.co.nz

COURSE TIMES

Day 1 8.30am Registration & Coffee

Days 1 & 2 9.00am Start - 5.00pm Finish

Refreshment breaks, lunch and workbook material will be provided.



INSTRUCTOR PROFILE



Penny Holden

Penny Holden has over 18 years in the field of learning and development as trainer, leader, manager, coach and programme designer. Operating in New Zealand, the UK and Australia, Penny has the enviable position of having trained in all sectors (private, government, corporate, NGOs), across most industries in various subject areas. She brings in-depth knowledge and experience to offer rigorous, insightful, challenging and highly practical training that is inspiring and motivating.

Passionate about learning interventions and training development, Penny's facilitation style is highly energetic and packed with practical ideas, tools, up-to-date information and strategies for success. She proactively works with participants to make training as valuable as possible, ensuring a return on investment of their time.



Cate Shave

Cate Shave has been designing and delivering adult learning and workplace training solutions in both New Zealand and the UK for over 15 years, and running her own instructional design consultancy since 2005.

During that time she has worked across a wide range of tertiary institutions, public sector organisations and commercial businesses, designing training for audiences as varied as prison guards and call centre staff to senior bank managers and HR professionals.

Cate feels passionate about the need to keep the learner at the centre of any training initiative. She is always looking for innovative ways to inspire and engage her audiences. Combining an academic background in adult education and distance learning with her extensive practical experience in the workplace, Cate delivers workshops full of practical ideas which are easy to implement and will help bring your training alive



ABOUT THESE COURSES

Train the Trainer

Most people became trainers by choice, however, many managers and supervisors are required to be involved in training or mentoring programmes.

Train the Trainer offers a highly practical customised and comprehensive experience aimed at adult training. You will learn how to design, plan and deliver high-impact training sessions. It covers everything you need to know to be effective and you'll have the chance to create and work on your own classroom sessions, trainer style, experiences and needs.

Whether you have been training for a while or just about to step onto the training platform, this course will take you through the learning and training process to help show you how to build confidence, engage your audience and leave your trainees invigorated and motivated to put their learning into practice

Advanced Train the Trainer - Results-Based Training and High Level Transformational Group Facilitation Skills

The training field is constantly changing and as someone who creates learning opportunities for others, you need to be up-to-speed with the latest training and development trends and resources. **Advanced Train the Trainer** is a powerful programme that puts the latest training methodologies and techniques that will work, at your fingertips!

If you have been training for awhile now, this course will show you how to inspire confidence, engage your audience and leave your trainees invigorated and motivated to put their learning into practice.

Instructional Design - Designing Effective Training Materials

Whether your learners are working on their own in a self-study situation, learning on-the-job, or attending a facilitator-led training session, the materials you design to support them can make or break their experience. Instructional design – the development of learning and training materials – is an opportunity to be innovative and creative while producing materials that meet the needs of your learners and your organisation alike.

Instructional Design will show you how to develop materials that will inspire and engage learners, meet your learning objectives and help learners transfer their new-found knowledge and skills back into the workplace. Whether you're a trainer producing your own materials or you want to specialise in instructional design, you'll find this course full of practical tips and useful ideas to help you produce great training materials.

Priority Booking Code

Customer Number

TRAINING FOR TRAINERS

Train the Trainer Advanced Train the Trainer Instructional Design



Brochure Code: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

First Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) _____
 Last Name _____
 Position _____ Email _____

Train the Trainer Please indicate city
 Advanced Train the Trainer Auckland Wellington
 Instructional Design

Second Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) _____
 Last Name _____
 Position _____ Email _____

Train the Trainer Please indicate city
 Advanced Train the Trainer Auckland Wellington
 Instructional Design

Third Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) _____
 Last Name _____
 Position _____ Email _____

Train the Trainer Please indicate city
 Advanced Train the Trainer Auckland Wellington
 Instructional Design

Company Details

Company Name _____
 Postal Address _____ City _____
 Telephone _____ Fax _____
 Name of Approving Manager _____
 Position _____ Email _____
 Booking Contact _____
 Position _____ Email _____

FIVE EASY WAYS TO REGISTER TODAY!

ONLINE: Visit our website: www.brightstar.co.nz

BY PHONE: (09) 912 3616

BY EMAIL: Send to register@brightstar.co.nz including all of the information included on the registration form

BY POST: Return completed registration form together with payment to:
 Conferenz Ltd, Freepost 83430, PO Box 31 506, Auckland 0741

BY FAX: Fax completed registration form to (09) 912 3617

HOW TO PAY

Payment must be received before the course to guarantee your place. Individual registrations are unable to be shared.

Direct Credit payment to our bank account

(please post advice of remittance)

Bank: The National Bank, North Shore Corporate

Account Name: Conferenz Ltd

Account Number: 06-0273-0228588-25

Post a crossed cheque payable to Conferenz Ltd

Please invoice my organisation the sum of

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You can also pay by credit card. Call our Customer Service Team on (09) 912 3616 if you wish to pay by this method, or register online at www.brightstar.co.nz

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What happens if I have to cancel?

You have several options:

- Send a substitute delegate in your place
- Confirm your cancellation in writing (letter, fax or email) at least ten working days prior to the event and receive a refund less a \$300+GST service charge per registrant. Regrettably, no refunds can be made for cancellations received after this date.

Delegates are responsible for their own travel/accommodation bookings and no compensation will be made should the conference be rescheduled or cancelled.

Incorrect Mailing

If you are receiving multiple mailings or would like us to change any details or remove your name from our database, please contact our Database Department on (09) 379 5692 quoting your customer number.

Your Privacy

Personal data is gathered in accordance with the Privacy Act. Your details may be passed to other companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the following circle.

Please Note: Bright*Star reserves the right to make any amendments that we may deem to be in the best interest of the seminar

Course Information

EARLY-BIRD SPECIAL

Registrations received/paid before below dates

STANDARD PRICE

Registrations received/paid after below dates

	EARLY-BIRD SPECIAL Registrations received/paid before below dates	STANDARD PRICE Registrations received/paid after below dates
Train the Trainer (TD023)	\$1895 plus GST (14 April 2010) SAVE \$100	\$1995 plus GST (14 April 2010)
Advanced Train the Trainer (TD024)	\$1895 plus GST (10 May 2010) SAVE \$100	\$1995 plus GST (10 May 2010)
Instructional Design (TD025)	\$1195 plus GST (29 April 2010) SAVE \$100	\$1295 plus GST (29 April 2010)

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(*earliest applicable earlybird date applies)

This combination entitles you to either go on each course or you can go on one and your colleague(s) can attend the other(s). Registrations must be from the same organisation and registered at the same time.