



## TRAINING FOR TRAINERS

### **Train the Trainer**

17 & 18 April 2012 - Auckland | 23 & 24 May 2012 - Wellington

### **Development and Training Needs Assessment**

20 April 2012 - Wellington | 14 May 2012 - Auckland

### **Instructional Design**

27 April 2012 - Auckland | 9 May 2012 - Wellington



# Train the Trainer

## AUCKLAND

17 & 18 APRIL 2012

## WELLINGTON

23 & 24 MAY 2012

2 days | 9am - 5pm

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.

## INSTRUCTOR: Penny Holden

“It was very interactive and fun. Penny is a wealth of knowledge and an awesome facilitator.”

“Thanks Penny for sharing and caring with opportunities for learning.”

## 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
- 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

- 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
- Developing your own personal style to match a multitude of training events
- Methods for closing courses
- 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
- Identifying changes in the on-the-job performance
- Assessing the difference learning makes for the workplace
- Incorporating participant feedback into future training
- Providing feedback of results - Techniques to reinforce and encourage learning and application of 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

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# Development and Training Needs Assessment

**WELLINGTON**  
20 APRIL 2012

**AUCKLAND**  
14 MAY 2012

1 day | 9am - 5pm

A Development Needs Assessment (DNA) identifies organisational performance requirements or needs that may be impacting maximum productivity. Assessing development means looking at all aspects of your people's capability to identify the gap. The gap may be about training but also about many other development related factors e.g. organisational structure, reward systems, role clarity.

Organisations that fail to conduct development needs analysis may make costly mistakes by working on the wrong problems. Thus a well-performed analysis provides the information that can lead to solutions that focus on the areas of greatest need. In particular this course will zoom in on training within a needs assessment.

**INSTRUCTOR:**  
Penny Holden

Other courses you may also be interested in:

Managing and Motivating Poor Performers  
March 2012

Powerful and Confident Presentation Skills  
April & May 2012

Building a Successful Business Case  
May & June 2012

## WHO SHOULD ATTEND:

- Organisational Development Manager
- Learning and Development Manager
- People & Performance Manager
- People & Capability Manager
- Capability Manager
- Talent Manager
- Training Consultant
- HR Advisor

## COURSE OUTLINE

### The framework of development needs assessment

- Defining common terms and the role of needs assessment
- Defining four organisational performance needs
- Aligning performance needs with Kirkpatrick's five stages of evaluation and organisational levels
- Defining 'development' and providing an effective development framework within an organisation

### The needs assessment process: 8 steps

#### 1. Identifying and agreeing the need: Needs statement

- Answers the question: "what is the need?"
- Clarity and agreement
- Tool: 5 whys
- Needs statement sign off

#### 2. Assessing the context: Context analysis/ Impact statement

- Answers the question: "What impacts will there be or what will be impacted by addressing this need?"
- Context considerations checklist - McKinsey 7Ss
- Stakeholder analysis
- Risk analysis
- Context analysis template
- Impact statement template

#### 3. Determining success criteria: Success measures

- Answers the question: "How will we know the DNA has been successful?"

- Examples of success measures
- Managing conflicting success measures
- Understanding how it will be used, by whom

#### 4. DNA Plan: Needs assessment plan

- Answers the question: "What is the most effective and efficient way to conduct this assessment?"
- Three core components: people, data, things
- Questions to be addressed within plan: who, where, what, when, how much and why
- Types of data: Quantitative vs. qualitative
- Types of collection methods (pros/ cons and how to)
- Needs assessment plan template

#### 5. Data collection: Data collection system

- Organising your data
- Differing options – relevance and value
- Examples

#### 6. Data analysis

- Evaluating data against success criteria/ needs assessment
- Sorting and presenting data
- Managing challenging data results
- Tools
- Examples

#### 7. Communicate outcome: Assessment evaluation

- Presentation options
- Presenting to stakeholders aligned to success measures
- ROI of needs assessment
- Addressing business performance need
- Communication options pros/ cons
- Assessment Evaluation examples

#### 8. Action plan

- Core components of an effective Action Plan
- Clarity of sign off measures

### Training needs assessment

- Development vs. Training needs assessment
- Simple 6 step model for training needs assessment

# Instructional Design



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.

**AUCKLAND**  
27 APRIL 2012

**WELLINGTON**  
9 MAY 2012

1 day | 9am - 5pm

## WHO SHOULD ATTEND:

- Learning and Development Consultant
- Learning and Development Programme Developer
- Training Development Specialist
- Learning Delivery Designer
- Training Manager

## COURSE OUTLINE

### Setting up the foundations

- How learning occurs (from a cognitive point of view)
- Relating learning to a training model
- 'Must follow' principles of adult learning
- The instructional design process
- Defining learning objectives
- Connecting with different learners

### The design cycle and roles in instructional design

- Designing in a team
- Choosing the right type of training material
- Opportunities for online and blended learning
- When to source and when to create?

### Producing materials that are engaging and effective

- Organising content to support learners
- Writing to encourage learning
- Editing and proofreading for clarity
- Writing instructions that work
- Making complicated technical concepts simple
- Using graphical elements well
- Creating page layouts that help readability

### Assessing the learning

- Selecting appropriate assessment tools
- Building in opportunities for self-evaluation and feedback
- Working with NZQA Unit Standards

## INSTRUCTOR: Cate Shave

“The variety in learning activities was very useful. Cate is a very clear speaker and varies the tone and structure of the course appropriately.”



Register any two people from your organisation on the 1 day course and get a \$250 discount off the combined ticket price.

Register any two people from your organisation on any 2 day courses and get a \$500 discount off the combined ticket price. Delegates must be from the same organisation and bookings must be made at the same time.

Further discounts may apply to multiple & larger bookings - call (09) 912 3610 or email [training@brightstar.co.nz](mailto:training@brightstar.co.nz) to discuss discounts or inhouse training options.

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TRAINING APRIL - MAY 2012

## TRAINING FOR TRAINERS

### Instructor Profiles



#### 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.

### Inhouse 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
- Time efficient: flexible timing and locations to suit your needs
- Tailored to your needs: you can provide input into the content in accordance to your unique situation and training needs
- Privacy: you can discuss organisational challenges in confidence
- One day options available
- Proven and highly experienced trainers ensure the best possible ROI on your training investment

To find out more, please call 09 912 3610 or [training@brightstar.co.nz](mailto:training@brightstar.co.nz)

Register at [www.brightstar.co.nz](http://www.brightstar.co.nz)



## TRAINING FOR TRAINERS

### Train the Trainer

### Development and Training Needs Assessment

### Instructional Design

Brochure Code: TF001 | TF002 | TF107 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 \_\_\_\_\_ Mobile \_\_\_\_\_

Train the Trainer  **Select City**  
 Development and Training Needs Assessment  Auckland   
 Instructional Design  Wellington

#### Second Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) \_\_\_\_\_  
 Last Name \_\_\_\_\_ Position \_\_\_\_\_  
 Email \_\_\_\_\_ Mobile \_\_\_\_\_

Train the Trainer  **Select City**  
 Development and Training Needs Assessment  Auckland   
 Instructional Design  Wellington

#### Company Details

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

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**BY EMAIL:** Send to [register@brightstar.co.nz](mailto: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](http://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 5892 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

#### Train the Team and Save

Register any two people from your organisation on any 1 day course and get a **\$250 discount** off the combined ticket price.

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#### Course Details

	EARLY-BIRD SPECIAL Registrations received/paid before dates below	STANDARD PRICE Registrations received/paid after dates below
Train the Trainer (TF001)	\$1895 plus GST <b>SAVE \$200</b> 28 February 2012	\$2095 plus GST 28 February 2012
Development and Training Needs Assessment (TF107)	\$1195 plus GST <b>SAVE \$100</b> 2 March 2012	\$1295 plus GST 2 March 2012
Instructional Design (TF002)	\$1195 plus GST <b>SAVE \$100</b> 9 March 2012	\$1295 plus GST 9 March 2012