

“The essence of training is to allow error without consequence.”

Training, Facilitation & Presentation Courses

Professional Development Training has a specialised division of Training, Facilitation & Presentation experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs

Training, Facilitation & Presentation Courses

- Coaching and Mentoring Training
- Facilitation Skills Course
- Presentation Skills Training (2 - days)
- Public Speaking Training
- Train the Trainer Training Course
- Mentoring Training
- Measuring Results from Training
- Think on Your Feet® (2-days)
- FISH Train the Trainer
- How To Deliver Fun, Activity Based Training
- Advanced Facilitation Skills Training Course

Our trainer Kirsty was excellent, she listened to how our business operates & made the content more relevant to us. Also listened to what we hoped to achieve & added extra content to suit. Excellent, fun, stimulating and entirely appropriate for my needs. Thank You

Public Class Participant - Time Management



Become a Dynamic Speaker

Professional Development Training has a specialised division of Training, Facilitation & Presentation experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs.

Our extensive curriculum in Training, Facilitation & Presentation, outstanding depth of trainers across the country and diverse range of industry experience means that pd training is the best choice for Training, Facilitation & Presentation courses.

pd training will exceed your expectations and help you achieve the results you are seeking.

In-House Training

Public Courses

In-House Training Benefits:

- Tailored to your needs and goals
- Cost-effective - from \$140 per person (full-day)
- You choose the day, place and time
- Greatest impact in the shortest time
- Great team building opportunity
- Convenient - Employees do not need to go off-site

Tailored Delivery – Standard

We will always tailor the delivery of your In-House Training course to ensure it is relevant to your team and targeted at your learning goals. We can incorporate your company's examples and terminology to ensure that the training can be directly related back to your workplace. This is standard and included in the price.

The "1-hour Motivator" Training Sessions

These 60-90 minute sessions are highly motivating and thought-provoking - ideal for those people who need to fit training in around a busy work schedule - great as an early morning kick-start or lunchtime boost!

Full-day Short Courses

1-day and 2-day short courses are delivered with a unique focus on 80% activities 20% content - just the way learning should be!

The "3-hour Power" Sessions

3-hour power sessions are a great solution when you have very specific outcomes you are targeting, or if scheduling the team to be off the job for a whole day is proving to be a challenge!

Conferences and Workshops

Do you want your conference to be memorable, fun, interactive and be a real highlight? pd training's dynamic trainers can add that flair, excitement and much more!

Expert Trainers

"While you are training with us, you receive experiential training from an expert in their field which ensures you can apply what you have learned directly back to your workplace. When you are training with us, you are there to learn from the trainer, not the manual!"

Training Style:

Your course will be activity-based learning. You receive some background theory, and then spend most of the time working together and with the trainer to apply the concepts to workplace situations that are applicable to your specific situation.

Class Size:

Classes are an average of 6 people, max of 12. We keep classes small to ensure the trainer can work with each participant to tailor each activity to be relevant to each person's workplace/common scenarios.

Where:

Sydney, Melbourne, Brisbane, Canberra, Adelaide, Perth, Parramatta.

Scheduling & Times:

Classes run from 9:00am - 4:30pm each day

Quality Lunch (tell us your dietary requirements)

Comprehensive up-to-date courseware

Practical & Real - Activities tailored to you...

Training is much more effective and enjoyable if you can apply the concepts you learn directly to your own circumstances. So the trainer will change textbook activities to be relevant to you.

For example:

If the example activity is based in a retail setting, but you work in a customer service call-centre, we will adapt activities to reflect the culture of a call-centre environment, so your team will be learning relational tools and techniques that really make sense to their world. Helping you learn today, and

Fun & Relaxed - Laugh while you learn...

Our relaxed and practical approach with experienced trainers that like to 'have a laugh' will ensure you enjoy the experience of learning as much as you enjoy acquiring new skills that help you perform better.

Yes, lunch is free - and we all like a free lunch. However, the highlight of your course will be the learning experience - not the break!



Customised, Interactive
and Practical

Each course involves about 20 activities each day to assist practical skill development and understanding of concepts. Training is customised according to the requirements of the participants for maximum benefit.

Considering your needs, pd training has made Administration available at your place, online and at various locations across Australia. The courses are designed to be of short-duration, lively, informal and highly valuable.



Making Training
Accessible



World Leading
Reinforcement
Framework

Reinforcement Package

- Training Booster Reinforcement System
- Free Re-sit
- eHelpDesk Support
- Bonus Supplementary eLearning
- Quick Reference Job Aid
- Hours of Business Video content

Coaching and Mentoring



Through our Coaching and Mentoring training course, new Mentors will learn effective strategies that build trust, rapport and break down the obstacles for growth in their staff.

Join a coaching and mentoring training class today, or have a trainer come to your workplace in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide or Perth.

Coaching and Mentoring Training Course Outline

Foreword:

In today's environment of changing technology and evolving organisations, coaching can create a strong competitive advantage. It provides continuous learning and develops people to meet current and future needs. Business mentoring and coaching is an investment that you make in developing your key resource people for the long-term benefit of the organisation.

About 6 out of 10 (59%) organisations currently offer coaching or other developmental counselling to their managers and executives, according to a nationwide survey of more than 300 companies conducted by Manchester, a human capital consulting firm. Another 20% of organisations said they plan to offer such coaching within the next year.

Productivity happens when managers can develop strong relationships with their employees. Executive coaching builds the capability of managers to help their employees with the intangible elements of human relationships. This Coaching and Mentoring Training program will help you turn performance management into a collaborative process that benefits everyone.

Outcomes:

In this course participants will:

- Understand the G.R.O.W. model and apply it
- Learn to set appropriate, effective goals using the S.M.A.R.T. technique
- Learn how to recognise the current state or reality of an employee's situation
- learn to identify coaching and mentoring options for your employees, creating a preliminary plan with action steps
- Learn how to develop a complete plan, including motivational opportunities to drive accomplishment
- Understand the importance of building & fostering trust with employees
- Master the art of giving effective feedback while maintaining trust
- Recognise & overcome common obstacles that are holding employees back
- Know when it is the right time to stop coaching an employee
- Learn to continue to transition an employee to other opportunities for continued growth

Coaching and Mentoring Training Course - Lesson 1

Defining Coaching and Mentoring

- What is Coaching?
- What is Mentoring?
- Introducing the GROW Model

Coaching and Mentoring Training Course - Lesson 3

Understanding the Reality

- Getting a Picture of Where you are
- Identifying Obstacles
- Exploring the Past

Coaching and Mentoring Training Course - Lesson 5

Wrapping it all Up

- Creating the Final Plan
- Identifying the First Step
- Getting Motivated

Coaching and Mentoring Training Course - Lesson 7

Providing Feedback

- The Feedback Sandwich
- Providing Constructive Criticism
- Encouraging Growth and Development

Coaching and Mentoring Training Course - Lesson 9

Reaching the End

- How to know when you've Achieved Success
- Transitioning the Coachee
- Wrapping it all up

Coaching and Mentoring Training Course - Lesson 2

Setting Goals

- Goals in the Context of GROW
- Identifying Appropriate Goal Areas
- Setting SMART Goals

Coaching and Mentoring Training Course - Lesson 4

Developing Options

- Identifying Paths
- Choosing your Final Approach
- Structuring a Plan

Coaching and Mentoring Training Course - Lesson 6

The Importance of Trust

- What is Trust?
- Trust and Coaching
- Building Trust

Coaching and Mentoring Training Course - Lesson 8

Overcoming Roadblocks

- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

Coaching and Mentoring Training Course - Lesson 10

How Mentoring Differs from Coaching

- The Basic Differences
- Blending the Two Models
- Adapting the GROW Model for Mentoring
- Focusing on the Relationship

Facilitation Skills



Effective facilitation skills are a highly desirable attribute for organisations wishing to make better, more timely decisions, promote fairness, and to manage meetings and planning sessions for timely and productive outcomes. This Facilitation Skills course from pdtraining, teaches practical techniques that can be used right away and is available now throughout Australia including, Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Facilitation Skills Course Course Outline

Foreword:

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating easy decision making, facilitation can make any organisation make better decisions.

This Facilitation training course will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings.

Outcomes:

- Define facilitation & identify its purpose
- Understand the benefits of good facilitation
- Master the role & focus of a facilitator
- Differentiate between process & content of a group discussion
- Learn effective tools for preparing for an effective facilitation session
- Master techniques for effective facilitation from Tuckman & Jensen's stages of group development (forming, storming, norming & performing)
- Learn how to help a group reach a consensus and a final solution, by encouraging participation
- Practice techniques for dealing with disruptions, dysfunctions & difficult people in a group setting
- Define what interventions are, when they are appropriate and learn how to implement them

Facilitation Skills Training Course - Lesson 1

Understanding Facilitation

- What is Facilitation?
- What is a Facilitator?
- When is Facilitation Appropriate?

Facilitation Skills Training Course - Lesson 3

Laying the Groundwork

- Choosing a Facilitated Approach
- Planning for a Facilitated Meeting
- Collecting Data

Facilitation Skills Training Course - Lesson 5

Building Consensus

- Encouraging Participation
- Gathering Information
- Presenting Information
- Synthesising and Summarising

Facilitation Skills Training Course - Lesson 7

Dealing with Difficult People

- Addressing Disruptions
- Common Types of Difficult People and How to Handle Them
- Helping the Group Resolve Issues on their Own

Facilitation Skills Training Course - Lesson 9

About Intervention

- Why Intervention may be Necessary
- When to Intervene
- Levels of Intervention

Facilitation Skills Training Course - Lesson 2

Process vs. Content

- About Process
- About Content
- A Facilitator's Focus

Facilitation Skills Training Course - Lesson 4

Tuckman and Jensen's Model of Team Development

- Stage One: Forming
- Stage Two: Storming
- Stage Three: Norming
- Stage Four: Performing

Facilitation Skills Training Course - Lesson 6

Reaching a Decision Point

- Identifying the Options
- Creating a Shortlist
- Choosing a Solution
- Using the Multi-Option Technique

Facilitation Skills Training Course - Lesson 8

Addressing Group Dysfunction

- Using Ground Rules to Prevent Dysfunction
- Restating and Reframing Issues
- Getting People Back on Track

Facilitation Skills Training Course - Lesson 10

Intervention Techniques

- Using your Processes
- Boomerang it Back
- ICE It: Identity, Check for Agreement, Evaluate how to Resolve

Creating Captivating Presentations



Delivering a powerful presentation requires the use many tools, including choosing the correct delivery method, using appropriate technology, creating amazing content, and adopting an impressive style of presentation. Presentation Skills Training Course provides skill development in each stage of the process of preparing and delivering a captivating presentation. This training course is designed to help participants develop mastery over the each skill required for giving influential presentations.

This practical and engaging training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Presentation Skills Training (2 - days) Course Outline

Foreword:

Good information, great ideas or the best proposal only gets you half way. To be a successful professional presenter you need to be able to capture your audience and take them on your journey using effective presentations.

Positioning yourself and your ideas in a consistently positive and professional manner enables you to make a professional impression — the first time and every time. Raw information is logical but being logical does not capture anyone's attention for too long. Persuasive presentations start with raw information, opinions are added, coloured with imagery, and given personality. The more of the mind you tickle, the more retention and motivation you reap.

This **Presentation Skills** Training Program will teach you how to prepare quickly, utilise the best method for delivering your message, and maintain audience interest at all times.

Outcomes:

- Learn to design effective & engaging presentations
- Select the most suitable delivery method based on the audience, the environment & the message being delivered
- Master powerful & effective verbal & non-verbal communication techniques
- Gain insight into effective techniques for calming nerves
- Learn to create fantastic flip charts to support the key messages
- Create compelling PowerPoint presentations
- Learn different tools to add diversity & interest to engage an audience
- Learn to pump it up a notch to deliver higher energy presentations

Presentation Skills Training Course - 2 days - Lesson 1

Creating the Program

- Performing a needs analysis
- Writing the basic outline
- Researching, writing and editing

Presentation Skills Training Course - 2 days - Lesson 3

Verbal Communication Skills

- Listening and Hearing: They aren't the same thing
- Asking questions
- Communicating with power

Presentation Skills Training Course - 2 days - Lesson 5

Overcoming Nervousness

- A Word from the boss
- Preparing mentally
- Physical relaxation techniques
- Appearing confident in front of the crowd

Presentation Skills Training Course - 2 days - Lesson 7

Creating Compelling PowerPoint Presentations

- Required tools
- Tips and tricks
- Creating a 'Plan B'

Presentation Skills Training Course - 2 days - Lesson 9

Vibrant Videos and Amazing Audio

- Required tools
- Tips and tricks
- Creating 'Plan B'

Presentation Skills Training Course - 2 days - Lesson 2

Choosing your Delivery Methods

- Basic methods
- Advanced methods
- Basic criteria to consider

Presentation Skills Training Course - 2 days - Lesson 4

Non-Verbal Communication Skills

- Body language
- The signals you send to others
- It's not WHAT you say, It's HOW you say it

Presentation Skills Training Course - 2 days - Lesson 6

Creating Fantastic Flip Charts

- Required tools
- The advantages of pre-writing
- Using colours appropriately
- Creating a 'Plan B'

Presentation Skills Training Course - 2 days - Lesson 8

WOW your Audience with the Whiteboard

- Traditional and electronic whiteboards
- Required tools
- Using colours appropriately
- Creating a 'Plan B'

Presentation Skills Training Course - 2 days - Lesson 10

Pumping it up a Notch

- Make them laugh a little
- Ask them a question
- Encouraging discussion
- Dealing with questions

Powerful Public Speaking



This Public Speaking course will help to overcome nervousness, boost confidence, and increase professionalism by teaching practical tools and techniques that can be utilised straight away. It will provide you with valuable public speaking skills, including in-depth information on developing an engaging program and delivering your presentation with confidence and power.

This engaging, practical training course from pd training is available now in Brisbane, Parramatta, Sydney, Melbourne, Adelaide, Canberra and Perth.

Public Speaking Training Course Outline

Foreword:

Public Speaking consistently ranks as people's top fear (the number 2 fear is normally death, followed by spiders). Additionally, an astounding 75% of people suffer from *speech anxiety*. Do you want to change your fear of public speaking, improve your career, speak with confidence and deliver professional business presentations with impact and ease? Mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career.

Whether you are speaking to a handful of people, a small group, or a large audience, this course will cover the details required so that you have a **dynamic presence** for any speaking engagement.

Outcomes:

By the end of this course, participants will be able to:

- Analyse an audience and tailor the delivery accordingly
- Design presentations for maximum impact
- Expand on key points to ensure clarity
- Master techniques to overcome nervousness and present with confidence
- Practice techniques that ensure clear, concise and effective wording is used
- Deliver a polished, professional and credible speech
- Handle questions and comments effectively

Public Speaking Training Course - Lesson 1

Identifying your Audience

- Performing a needs analysis
- Creating an audience profile
- Identifying key questions and concerns

Public Speaking Training Course - Lesson 2

Creating a Basic Outline

- Outlining the situation
- Identifying the task that had to be performed
- Listing the actions you took
- Revealing the results

Public Speaking Training Course - Lesson 3

Organising the Program

- Making organisation easy
- Organisational methods
- Classifying and categorising

Public Speaking Training Course - Lesson 4

Fleshing it Out

- Identifying appropriate sources
- Establishing credibility
- The importance of citations

Public Speaking Training Course - Lesson 5

Putting it all Together

- Writing your presentation
- Adding a Plan B
- Reviewing, editing and Re-writing

Public Speaking Training Course - Lesson 6

Being Prepared

- Checking out the venue
- Gathering materials
- A 24 Hour checklist

Public Speaking Training Course - Lesson 7

Overcoming Nervousness

- A word from the boss
- Preparing mentally
- Physical relaxation techniques
- Appearing confident in front of the crowd

Public Speaking Training Course - Lesson 8

Delivering your Speech - Part One

- Starting off on the right foot
- Using visual aids
- Checking the volume of your voice

Public Speaking Training Course - Lesson 9

Delivering your Speech - Part Two

- Adjusting on the Fly
- Gauging whether breaks are Required
- Wrapping up and Winding Down

Public Speaking Training Course - Lesson 10

Questions and Answers

- Ground rules
- Answering questions that sound like an attack
- Dealing with complex questions



This highly effective train the trainer course is designed for organisations that need trainers that can hit the ground running. It will not be a simple box ticking exercise, but will be tailored to ensure it can be directly applied to your workplace.

These fun, high-energy training courses are delivered by experienced professionals throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide and Perth.

Train the Trainer Training Course Course Outline

Foreword:

This is a high impact, high intensity train the trainer course is designed for workplaces that need trainers that will hit the ground running as soon as possible.

This is not a box ticking exercise for passing assessments, this is for people that the skills to train in today's professional workplaces.

This **Train the Trainer** Training Program is designed to benefit employees that are being asked to design and/or deliver training in the workplace. Participants learn about the learning needs of adults, planning and developing different types of training, delivering and assessing the success of the training.

Outcomes:

- Design a training course targeted for adult learners
- Plan the delivery of a course by ensuring that all the key elements of effective training are present
- Learn how to communicate one's message effectively
- Develop techniques to overcome barriers to learning
- Prepare and deliver a training session
- Learn to construct assessments to validate the learning
- Gain techniques for providing encouragement and coaching during the training process
- Create post-course evaluation forms
- Evaluate their peers and also receive feedback from them during class
- Be provided, upon request, a filmed DVD of each participants in-class presentation

Train the Trainer Training Course - Lesson 1

Fundamentals of Training

- Effective Workplace Training
- What makes training effective
- Types of training
- Skills and attributes of an effective trainer
- How to provide an inclusive learning environment
- High emotion - low intelligence

Train the Trainer Training Course - Lesson 2

Adult Learning

- The principles of adult learning
- VAK learning styles
- Presentation mechanics

Train the Trainer Training Course - Lesson 3

Communication Skills

- Communication model
- No No Words
- Barriers to learning

Train the Trainer Training Course - Lesson 4

Prepare Training Session

- Determine objective
- Introduction
- Mindmap the content
- Build presentation mechanics
- Close out

Train the Trainer Training Course - Lesson 5

Session Plan

- Why have a session plan?
- Create a session plan

Train the Trainer Training Course - Lesson 6

Assess the Learning

- Designing effective assessment
- Delivering and administering assessment
- Assessment tools

Train the Trainer Training Course - Lesson 7

Feedback

- Feedback Sandwich
- AEIOU

Train the Trainer Training Course - Lesson 8

Deliver Presentation

- Deliver your presentation
- Be Videoed whilst presenting

Train the Trainer Training Course - Lesson 9

Feedback Forms

- Self analysis
- Peer feedback

Train the Trainer Training Course - Lesson 10

Wrapping Up

- Course review
- Wrap up

Mentoring Training Course



This training course for mentors ensures that any mentorship program is successful and rewarding by teaching the mentor specific behaviours for fostering a mentoring relationship. This dynamic training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Mentoring Training Course Outline

Foreword:

Mentoring isn't what it used to be. In today's high-tech, global economy, the days of stiff hierarchy and loyalty to the status quo are long gone.

Today's mentors understand that they have as much to gain from building close working relationships and sharing their experience with others as they have to give. Whether you are entering an informal arrangement or a formal training program, learn how to make mentoring more meaningful for everyone.

Outcomes:

- Describe mentoring & its application in today's workplace
- Practice mentoring in the development of other people
- Create, maintain & transition a mentoring relationship
- Master specific behaviours to maximise the impact of a mentoring relationship
- Determine which behaviours to stay away from in a mentoring relationship
- Apply mentoring to improve the workplace

Mentoring Training Course - Lesson 1

What is Mentoring & Why it Matters

- What Mentors do
- The enabling Mentor
- Mentoring today
- What does mentoring look like?
- The power of relationships in our lives
- Mentors care beyond the work
- A mentor goes above and beyond
- Part summary

Mentoring Training Course - Lesson 3

Maintaining a Mentoring Relationship

- Adopting a change attitude
- Managing change
- Coping mechanisms
- Mirroring
- Validation
- It's rarely black or white
- Progressive adaptation
- Part summary

Mentoring Training Course - Lesson 5

Fine Tuning & Transitioning the Mentoring Relationship

- Fine Tuning and transitioning
- Potential pitfall one: giving criticism
- Potential pitfall two: giving advice
- Potential Pitfall three: trying to rescue
- Transitioning the relationship
- Part summary

Mentoring Training Course - Lesson 2

Creating a Mentoring Relationship

- Stages of development
- Where to begin
- The Mentoring Match
- Determining Mentee expectations
- Developing a partnership
- Guiding principles
- Creating a Mentor/Mentee Agreement
- Two-Way Mentoring / Reverse Mentoring
- Part summary

Mentoring Training Course - Lesson 4

Navigating the Mentoring Relationship

- Effective mentoring tools
- Shifting context
- Active listening
- Naming feelings
- Listening for motivation
- Constructive confrontation
- Information that has positive impact
- Giving permission
- Being genuinely curious
- Part summary

Mentoring Training Course - Lesson 6

Conclusion

- Course review
- Planning engagement with the mentees
- Post course assessment if required

Measuring ROI from Training



Measuring a Return on Investment for training dollars can be a daunting and frustrating task and if done incorrectly, or not at all, can lead to a decreased training budget and unhappy employees.

This Measuring Training ROI course from pdtraining makes it easier to not only measure the tangible benefits of training, but also the intangible, and to successfully present the results that training brings to middle and upper management, garnering more training dollars and happier employees.

This high-energy, dynamic training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Measuring Results from Training Course Outline

Foreword:

Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits and attach a dollar value to training. Some topics, like sales training or time management, might have direct, tangible benefits. Other topics, like communication or leadership, might have benefits that you can't put a dollar value on. In this course, we will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings.

Outcomes:

- Understand Kolb's learning styles & learning cycle
- Learn about Kirkpatrick's levels of evaluation
- Become familiar with the many types of evaluation tools including, goal setting, tests, reactionary sheets & interviews
- Learn when to use each type of evaluation tool
- Be able to perform a needs assessment
- Learn how to write learning objectives & link them to an evaluation
- Learn to write an evaluation plan
- Gain insight into identifying costs, benefits & ROI on training
- Develop a business case for training

Measuring Results from Training - Training Course - Lesson 1

Getting Started

- Icebreaker: Find the Leader
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- Action Plans and Evaluations

Measuring Results from Training - Training Course - Lesson 3

Kirkpatrick's Levels of Evaluation

- Overview
- Level One: Reactions
- Level Two: Learning
- Level Three: Behaviour
- Level Four: Results

Measuring Results from Training - Training Course - Lesson 5

Focusing the Training

- Performing a Needs Assessment
- Creating Learning Objectives
- Drilling Down Into Content

Measuring Results from Training - Training Course - Lesson 7

Assessing Learning before Training

- Workplace Observation
- Objectives Assessment
- Pre-Assignments and Pre-Tests

Measuring Results from Training - Training Course - Lesson 9

Assessing Learning after Training

- Evaluation Timelines
- Learning Journal
- Goal Setting
- Additional Methods of Evaluation

Measuring Results from Training - Training Course - Lesson 11

Calculating the Return on Investment (ROI)

- A Basic ROI Formula
- Identifying and Measuring Tangible Benefits
- Identifying and Measuring Intangible Benefits
- Calculating Total Costs
- Making a Business Case

Measuring Results from Training - Training Course - Lesson 2

Kolb's Learning Styles

- The Four-Stage Process
- Accommodators
- Divergers
- Convergers
- Assimilators

Measuring Results from Training - Training Course - Lesson 4

Types of Measurement Tools

- Goal Setting
- Self-Evaluations
- Peer Evaluations
- Supervisor Evaluations
- High-Level Evaluations

Measuring Results from Training - Training Course - Lesson 6

Creating an Evaluation Plan

- What Will We Evaluate?
- When Will the Evaluation be completed?
- How Will We Evaluate It?
- Who Will Perform the Evaluation?

Measuring Results from Training - Training Course - Lesson 8

Assessing Learning during Training

- Reviewing Learning Objectives
- Performing Hip-Pocket Assessments
- Quizzes and Tests
- Skill Assessments

Measuring Results from Training - Training Course - Lesson 10

The Long Term View

- Creating a Long Term Evaluation Plan
- Methods of Evaluation
- Documenting Lessons Learned

Measuring Results from Training - Training Course - Lesson 12

Wrapping Up

- Words from the Wise
- Parking Lot
- Action Plans and Evaluations

Think on Your Feet®



Ever find yourself rambling on and stumbling for answers? Have a hard time getting your ideas across? This internationally acclaimed workshop teaches critical skills to get ideas across clearly, concisely, and persuasively. Think On Your Feet® training courses teach the "capsules-of-persuasion" concept - 10 plans that structure one's ideas quickly, for impact and are currently available now throughout Australia including, Brisbane, Sydney, Melbourne, Canberra, Adelaide and Perth.

Think on Your Feet® (2-days) Course Outline

Foreword:

The ability to Think on Your Feet® is now a core skill. It means getting your ideas across clearly, concisely, persuasively (and being remembered). Everyone wants you to get to the point - Quickly. Think on Your Feet® introduces the "capsules-of-persuasion" concept – 10 plans that structure your ideas quickly, for impact.

Outcomes:

- Learn to speak with brevity, clarity & persuasively
- Master getting to the point and being remembered
- Learn effective fall-back techniques when caught off-guard
- Learn to present ideas effectively
- Handle questions quicker, more concisely & persuasively
- Add depth to ones own messages using "visual" pegs
- Learn to avoid common communication traps
- Divide information into facets, aspects or perspectives
- Learn to bridge from question to answer

Think on Your Feet® Training Course - Lesson 1

Getting to the Point & Being Remembered

- Techniques to package persuasion
- Structuring ideas simply and clearly
- Speaking in different situations: one-on-one, on the phone, in meetings, informal presentations

Think on Your Feet® Training Course - Lesson 3

Using Handy Fall-Back Techniques when you're caught off guard

- Making sense out of a mass of facts
- Explaining step-by-step processes clearly

Think on Your Feet® Training Course - Lesson 5

Using "visual" pegs as your structure

- Achieving impact
- Supporting large and complex topics
- Adding depth to your message

Think on Your Feet® Training Course - Lesson 7

Dividing Information into Facets, Aspects or Perspectives

- Achieving objectivity
- Expressing thoughtfulness
- Addressing issues from different viewpoints

Think on Your Feet® Training Course - Lesson 9

How to broaden or focus your listener's perspective

- Moving from detail to big picture, or vice versa
- Handling sensitive or confidential information
- Countering sweeping generalizations

Think on Your Feet® Training Course - Lesson 11

Selling the benefits of your products, ideas, services

- Presenting benefits not features
- Showing advantages to your listener
- Employing the "So What" test

Think on Your Feet® Training Course - Lesson 2

Presenting your ideas

- Clearly
- Concisely
- Powerfully

Think on Your Feet® Training Course - Lesson 4

Handling Questions Quickly, Clearly and Persuasively

- Following the "Rule of Threes"
- Creating logical pegs to hang your thoughts one
- Announcing & Recapping

Think on Your Feet® Training Course - Lesson 6

Avoiding Common Communication Traps

- Keeping on Track
- Avoiding information overload
- Addressing your listener's core concerns

Think on Your Feet® Training Course - Lesson 8

Bridging from Question to Answer

- Buying time
- Answering the right question
- Handling objections and tough questions positively

Think on Your Feet® Training Course - Lesson 10

Moving two opposing viewpoints to a middle ground

- Negotiating a win-win outcome
- Dealing with conversational topics
- Moving to action

Think on Your Feet® Training Course - Lesson 12

Fleshing out your ideas

- Using examples to increase understanding and recall
- Developing ideas through the use of opposites
- Explaining an idea by cause and effect

The logo for FISH! features the word "FISH!" in a bold, yellow, sans-serif font with a red exclamation point. The letters are set against a purple background that is shaped like a fish's head, with a white outline. The logo is positioned on the left side of an orange banner.

Train the Trainer

Learn how to deliver polished and effective FISH! cultural change training programs that inspire transformation within your organisation. Develop skills and resources to successfully and permanently embed those changes across all levels of the organisation.

If you're looking for a fun and respected team building and cultural improvement program for your trainers to deliver company-wide then FISH! will help you deliver inspiring training!

The FISH! philosophy has transformed team cultures and teamwork around the planet. Give your facilitators the tools they need to bring the four FISH! practices to your organisations team building activities.

FISH Train the Trainer Course Outline

Foreword:

FISH! Train the Trainer is a two-day workshop that shows you how to apply The FISH! Philosophy to build a highly effective organisational culture. By allowing your trainers to attend the course, you will have an effective means to begin the process of developing a high-performance culture in your teams and workplace.

Outcomes:

By the end of this course, participants will:

- Give your trainers the tools and techniques for creating culture change company-wide.
- Gain a working understanding of the importance of culture and see the impact and business results that a high-performing organisational culture can achieve.
- Understand how the FISH! Philosophy can be incorporated into your culture as a means for creating enhanced employee engagement, better team cohesion, greater employee satisfaction, and overall better business results.
- Learn a strategic approach to incorporate the FISH! Philosophy and training program with your current mission, vision, values and culture.
- Learn to develop a culture change plan for incorporating the FISH! Philosophy into your organisation.
- Reflect and learn about the role of a leader in sustaining healthy cultures.

1. Make Your Culture a FISH! Culture

- **Find it - groundwork**

How to determine direction both as an organisation and as an individual within the organisation

- **Live it - belief, learning and tools**

Learn the skills, experiment with the concepts and practice the actions that bring the Culture Vision to life

- **Coach it - momentum**

Sustain the training and conversations, and grow as individuals and organisations

- **Building sustainable training**

Useful resources to great sustainable training

2. The Experience-Centered Model

- **Traditional vs. Experiential**

- **Ingredients for the Experience-Centered model**

- **Creating the right learning context**

3. Event Preparation

- **Keep it simple**

What is the goal and what are the impacts?

- **Prepare yourself**

Learning to feel comfortable with all the training material

- **Living in alignment**

Making sure your actions are in alignment with your goals as a facilitator

- **Meet with managers**

Setting goals and expectations with everyone involved in the training

- **Invitation**

Giving participants a choice

- **Mental preparation**

Getting ready for the event and being ready for any surprises

- **Physical preparation**

Getting the training room / facility ready to create an exciting atmosphere

- **Timing**

Setting timelines and expectations for management and participants

4. Event Outline

- **Your introduction and building community**

Build rapport and trust with participants that sets the tone of the event with introductions and fun activities

- **FISH! film, setup and review**

Create context and understand the essence of the FISH! practices, build community and create energy

Show the film

Review the four practices

- **Be There**

Helping participants to understand and experience what Be There means

- **Play**

Learn to help participants understand the essence of Play and how to live it every day

- **Make their day**

Helping participants understand how to value people, selflessness and being aware

- **Choose your attitude**

Helping participants become aware, make conscious choices and live in alignment with intentions

- **Action planning**

Strategies for helping participants create an action plan that includes practice, follow up and accountability

- **Making the commitment**

Locking in the four practices and creating a commitment experience for the team



It is essential for learning to be fun and engaging. Boredom discourages a participant from actively participating in training, causes lapses in attention, and reduces retention of information. This excellent training course in How to Deliver Fun, Activity-based Training provides skill development in transforming boring training into exciting, dynamic, activity-based learning.

This highly valuable and effective training course is now available Australia-wide including Brisbane, Sydney, Melbourne, Perth, Adelaide, Canberra and Parramatta.

How To Deliver Fun, Activity Based Training Course Outline

Foreword:

During this course, participants learn the techniques to deliver fun, activity-based training including introducing humor and games, developing original games, learning troubleshooting, and using creativity.

How To Deliver Fun, Activity-based Training Course is a short training course designed to develop a comprehensive understanding of the kind of humor and activity suitable for a classroom, and how games can help in engaging participants.

Outcomes:

This intensive and fun course is the fastest way to develop a deep understanding and skills in delivering fun, activity-based training that enhances its outcomes.

After completing this course, participants will have learned to:

- Include appropriate humor and games during training
- Use different types of games
- Understand the methods to elicit participant buy-in
- Apply humor principles in adult learning
- Troubleshoot when games go badly
- Develop their own games
- Have fun during training
- Get everyone on board
- Choose the right game
- Intervene and restore the fun when games go wrong
- Use humor in training
- Use quick and easy games for easy understanding
- Create a game

How To Deliver Fun, Activity Based Training Lesson 1

Course Overview

- Welcome & Introduction
- Workshop Objectives
- Review of The Learning Cycle & Adult Learning Principles
- The Value of Activity Based Training

How To Deliver Fun, Activity Based Training Lesson 2

Choosing The Right Activity

- Preparation is The Key
- Getting Everyone On Board
- Reluctant Participants
- Choosing The Right Activity

How To Deliver Fun, Activity Based Training Lesson 3

When Activities Don't Work

- Great Activity Experiences
- When Activities Don't Work
- Analyse & Deal With Activities That Don't Work & Why

How To Deliver Fun, Activity Based Training Lesson 4

Using Humor in Training

- It's a Fine Line
- Explore & Apply CREATIF
- Humor & Adult Learning Principles

How To Deliver Fun, Activity Based Training Lesson 5

Skill Building

- Apply Activities To The Right Topic
- How To Link The Activity With The Topic
- Practice & Feedback

How To Deliver Fun, Activity Based Training Lesson 6

Workshop Wrap Up

- Workshop Review
- Action Plan



Facilitation is essential for positive and effective interactions, and accurate and timely decision-making. Professional training in advanced facilitation skills includes building of specific techniques and tools of facilitation that allow managers to become excellent facilitators. This training course is designed to develop understanding and skills in facilitation such as group preparation, managing perspectives, building agreements, defining roles etc. to allow facilitators to perform their duties expertly.

This highly valuable and dynamic training course is now available throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth.

Advanced Facilitation Skills Training Course Course Outline

Foreword:

Skill development in facilitation is essential for performing expertly. During this deep dive training course in facilitation skills, participants learn to distinguish facilitation from instruction and training, establish ground rules, develop facilitation techniques, give effective feedback, understand the stages of team development, and more.

Outcomes:

This short and dynamic training course is the fastest way to develop skills in effective facilitation so that goals can be reached on time, every time.

After completing this course, participants will have learned to:

- Distinguish facilitation from instruction and training
- Identify the competencies linked to effective small group facilitation
- Understand the difference between content and process
- Understand the stages of team development and ways to help teams through each stage
- Use common process tools to make meetings easier and more productive
- Define your role in facilitating
- Establish ground rules
- Develop content and process
- Deal with controversial issues and divergent perspectives
- Develop communication skills
- Find for common ground
- Use common facilitation techniques
- Give effective feedback
- Understand facilitation vocabulary
- Deal with difficult people and situations
- Build sustainable agreements
- Understand the stages of team development
- Use analysis tools

Facilitation Skills Deep Dive Training Course Day 1

Facilitation Skills Deep Dive Training Course - Lesson 1

Introduction

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Facilitation Skills Deep Dive Training Course - Lesson 6

Types of Thinking

- Divergent Thinking & Convergent Thinking
- Decision Making
- Grey Matters

Facilitation Skills Deep Dive Training Course - Lesson 2

Defining Your Role

- Facilitation, Training and Chairing
- Large Group Exercise
- Debrief

Facilitation Skills Deep Dive Training Course - Lesson 7

Handling Controversial Issues

- No Need for Black & White Thinking
- Degrees of Support

Facilitation Skills Deep Dive Training Course - Lesson 3

How Facilitators Work

- Key Skills
- Facilitation Skill Levels
- Facilitation at a Glance

Facilitation Skills Deep Dive Training Course - Lesson 8

Communication Skills

- My Shopping List
- Active Listening
- Asking Questions
- Non-Verbal Messages

Facilitation Skills Deep Dive Training Course - Lesson 4

Establishing Ground Rules

- Parking Lots
- Planning Transitions

Facilitation Skills Deep Dive Training Course - Lesson 9

Listening For Common Ground

- Listening for Common Ground

Facilitation Skills Deep Dive Training Course - Lesson 5

Content & Process

- What is Content?
- What is Process?

Facilitation Skills Deep Dive Training Course - Lesson 10

Common Facilitation Techniques

- Top Techniques
- Group Preparation
- Demonstrations
- Debrief

Facilitation Skills Deep Dive Training Course Day 2

Facilitation Skills Deep Dive Training Course - Lesson 1

Providing Effective Feedback

- Giving Feedback
- The Feedback Process
- One Step Further
- Instructor Evaluation
- Debrief

Facilitation Skills Deep Dive Training Course - Lesson 5

Dealing with Difficult Dynamics

- Mix & Match
- Debrief
- 12 Easy Ways to Intervene
- Role Play
- Debrief

Facilitation Skills Deep Dive Training Course - Lesson 2

Managing Divergent Perspectives

- Techniques for Success
- Debrief

Facilitation Skills Deep Dive Training Course - Lesson 6

Building Sustainable Agreements

- Defining a Sustainable Agreement
- Debrief

Facilitation Skills Deep Dive Training Course - Lesson 3

The Language of Facilitation

- Applying the Language
- Case Study
- Debrief

Facilitation Skills Deep Dive Training Course - Lesson 7

Stages of Team Development

- The Five Stages
- Group Exercise
- Debrief

Facilitation Skills Deep Dive Training Course - Lesson 4

Building Agendas

- Step 1
- Step 2
- Step 3
- Step 4

Facilitation Skills Deep Dive Training Course - Lesson 8

Analysis Tools

- SWOT Analysis
- Force Field Analysis

**Client
Benefits**



**Strategic
Partnerships**

