

Day 1

Planning and Analysis

MORNING SESSION

- 1. Introduction to 3 day training**
 - a. Presentation of participants
 - b. Personal objective statement (written by participants) for the 3 day training
 - c. Personal fear factor statement
- 2. Identify learning objectives for facilitating a training module**
 - a. How to write a training objective and why
 - b. Activity: create objectives for each module

AFTERNOON SESSION

- 3. Three training methods: how and why?**
 - a. Synopsis of the 3 methods and related methods used in the modules
 - b. Activity: training method practice (abacus, chess, quarto)

Day 2

Designing Onboarding Training

[in a multi-cultural environment]

MORNING SESSION

- 1. The 4 key trainer skills: LRQO**
Listening, Reformulate, Questioning and Observing
- 2. First training: each participant performs the launch sequence**
 - a. Role Play
 - b. Debriefing
- 3. Starting group/individual facilitation**
 - a. Useful tips on how to start a group facilitation
 - b. Analysis

AFTERNOON SESSION

- 4. Upside-down Drawing**
 - a. Task, Condition, Congruency
Tasks and specifications for desired outcomes
- 5. Design module for your activity**
- 6. How to handle challenging trainees and issues**
 - a. Identification of challenging trainees: the opposers, unmotivated participants, monopolists, ...
 - b. How to deal with resistance (discussion and key comments)

Day 3

Delivery and Dynamics

MORNING SESSION

- 1. Start up Exercise:** highlights from day one
- 2. Activity: practice sessions including:**
 - a. Role Play / debriefing with observation checklist
 - b. Specific trainer contributions

AFTERNOON SESSION

- 3. Activity: Performance and Feedback** (30 min per participant)
 - a. Participant facilitation
 - b. Debriefing with observation checklist including know how in facilitation: *transition from one group to another, use of visuals, pointer, paperboard, time and space, and silence, ...*
- 4. Summary of main points and assessment of the training**

PositiveLee

NICOLE MATUSINEC