



## Specialist Skills Series Train the Trainer

**When: <As Required>**

**Duration: 4 days**

**Time: 9.30-16.30**

**Where: <Venue of Choice>**

Effective internal training capability is a cost-effective solution for organisations to develop their people. This workshop will support your identified trainers in being able to design and deliver professional standard training sessions.

The intensive 4 day course will give participants underpinning training and development knowledge as covered in the Chartered Institute of Personnel & Development 'Certificate in Training Practice' and opportunities for practical skill development with encouragement and feedback from an MCIPD qualified training professional with a decade of training experience.



### Who should attend?

People identified as trainers from within the organisation that may have had minimal formal training in how to be a trainer. Ideally they should have some presentation experience and good communication skills. These people will be designing and delivering company training, usually classroom based, to groups of 6 or more people at a time (For one to one training see our Coaching Skills programme)

### Learning Outcomes

- \* **Describe a trainer role and the qualities of a successful trainer.**
- \* **Know the Honey & Munford Learning styles, Accelerated Learning, Action Learning & Experiential Learning theories and the impact this has on design & delivery methods.**
- \* **Use a 9 step training methodology to design & deliver a training programme that appeals to all learning styles and intelligences.**
- \* **Understand techniques in overcoming difficult delegates.**
- \* **Know how to evaluate training at 4 levels.**

## About Real Results Training and Carolyn Blunt

Real Results Training is a North West learning and development consultancy that specialise in people skills. Carolyn Blunt is the lead consultant and founder. Carolyn has worked in strategic positions for Tesco HQ and Fujitsu Services Ltd, the world's third largest IT company with geographical responsibility for the Call Centre Division in Northern England and Ireland.

Carolyn was responsible for people development strategy, analysing training needs, designing programmes, delivering training, evaluating programmes for the 1000 Call Centre employees and management. Fujitsu Services Call Centre Division was Highly commended by National Training Awards 2002, Winner of European Call Centre Awards for Best People Development Programme, 2002. Real Results is a preferred supplier for the University of Central Lancashire. Carolyn has most recently worked with clients such as The University of Manchester, Vertex, Woolworths and United Utilities. Carolyn's operational experience, people development knowledge and engaging delivery style ensure a unique learning event.

## Testimonials

"We have never had such positive feedback. I will have no hesitation in recommending Real Results to my colleagues and contacts in the future."

**Mike Taylor, United Utilities**

"Thoroughly enjoyable and useful. Hard to improve the format" **SMART Telesales**

"Excellent trainer delivery" **Carphone Warehouse**

## Register now!

**Tel: 0161 408 2003 • Fax: 0161 338 8099 • Email: [hello@real-results.co.uk](mailto:hello@real-results.co.uk)**

## Fees

### To attend this one day workshop

In-house (on your premises) £POA + VAT for up to 12 participants (4 days)

## Contact Real Results Training

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