



FACILITATION SKILLS COURSE OVERVIEW

Empower your training professionals to excel in today's technology-based workplace

COURSE OVERVIEW

What's the big deal? You just stand up in front of a group and talk, right? Many people believe that's all a facilitator does. Yet to be effective, there is much more involved. Facilitators are not only expected to communicate information to participants, they often must do so while working with the challenges of a blended-learning environment. This means that facilitators may need to use the computer to demonstrate a system, display course-related slides and manage challenging behaviors and skill sets.

myCOREformance™ Facilitation enables your training professionals to increase your employee engagement and process effectiveness. What distinguishes this course from traditional train-the-trainer courses is the blend of adult and accelerated learning principles with the computer as the primary visual aid. This learner-centered, interactive workshop focuses on practical tools and techniques used by experienced facilitators to boost the learning impact. As a part of this course, participants learn how to incorporate effective delivery methods using computer applications to increase the transfer of learning into job-related performance.

People, Process, Technology & Training Reinforcement

COURSE OBJECTIVES

During this 5-day interactive, instructor-led workshop, participants will be able to:

- Apply adult and accelerated-learning techniques while facilitating synchronous training
- Define types of questions and identify opportunities to use them
- Demonstrate skills of directing questions, acknowledging responses and handling participants' questions
- Identify steps to deliver a segment of training that uses the computer as a visual aid
- Identify characteristics of effective and ineffective visual aids
- Identify common, difficult classroom circumstances and behaviors, their causes and ways to manage them in a blended-learning environment
- Describe the 3-step model for handling problem situations
- Manage challenging behaviors in a blended-learning environment

WHO SHOULD ATTEND

- Facilitators
- Trainers
- IT specialists charged with training computer training

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