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Lecture Experiential Learning Activities Key Points 8. Delivering Training Learning Outcomes Creating a Positive Learning Environment Experiential Learning Cycle Tips for Using Specific Methods Improving Platform Presence Key Points 9. Using Visual Aids Learning Outcomes Retention Rate in Visual Learning Reasons to Use Visual Aids Guidelines for Using Visual Aids Using Flip Charts Using Videos and Video Clips Key Points 10. Working with Groups Learning Outcomes The Trainer as Facilitator Ways to Encourage Participation The Art of Asking Questions Responding to Questions Scaling the Wall of Resistance Problem Situations Key Points 11. Using Creativity Learning Outcomes Creativity with Small Groups Props and Other Theatrical Techniques Using Games Creative Closings Key Points 12. Evaluating Training Learning Outcomes Evaluation Basics Four-Level Model for Training Evaluation Participant Evaluation and Accountability for e-Learning Accountability for Training Significance of the Evaluation Process Key Points Part II Special Training Considerations 13. Training across Cultures Learning Outcomes Globalization of Businesses and People Culture and Cultural Dimensions Becoming Culturally Intelligent Practical Application Key Points 14. Storytelling as a Training Technique Learning Outcomes The Value of Storytelling Types of Stories Telling Personal Stories Capturing Your Personal Story How to Tell Your Story Key Points 15. Using Technology in Training Learning Outcomes Workplace Trends Advantages/Benefits of Distance Learning Disadvantages/Drawbacks to Distance Learning Types of Distance Learning Guidelines for Designing Distance Learning Designing and Developing Activities Delivering Content and Activities Key Points 16. Training On the Job Learning Outcomes The Need for Structured On-the-Job Training Selecting the Trainer Developing an Instructional Plan On-the-Job Training Model Evaluating On-the-Job Training Key Points 17. Training During Tough Times Learning Outcomes Prove the Value of Training Methods to Stretch Training Dollars Technology-Based Delivery Methods Just-in-Time Materials Key Points 18. The Business of Consulting: Internal and External Learning Outcomes The Changing Role of the Trainer The Client-Consultant Relationship Developing a Proposal Setting Clear Expectations Selecting an External Consultant After the Project Key Points Appendix A Answers to Exercises Appendix B Recommended Resources Appendix C Criteria for Selecting Packaged Programs References Index About the Author .

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## Sommario/riassunto

"A ready-to-use toolkit for delivering high-value training in any scenario The Trainer's Handbook is a comprehensive manual for designing, developing, and delivering effective and engaging training. Based on the feedback of workshop participants, readers, and instructors, this new third edition has been expanded to provide guidance toward new technologies, leadership training, distance learning, blended learning, and other increasingly common issues, with new case studies for each chapter. A systematic approach to training breaks the book into five parts that separately target analysis, design, development, delivery, and evaluation, giving you a comprehensive reference designed for quick look-up and easy navigation. New inventories, worksheets, job aids, checklists, activities, samples, and templates help you bring new ideas into the classroom, and updated instructor guide help you seamlessly integrate new and established methods and techniques. Training is increasingly expanding beyond the traditional instructor-led classroom; courses may now be delivered online or offsite, may be asynchronous and self-led, and may be delivered to individuals, small groups, or entire organizations. This book gives you a one-stop reference and toolkit to help you provide more effective training, regardless of class size, structure, subject, or

objective. Explore new training styles adapted to different learning styles Design specialized instructional plans for groups, distance learning, and active training Blend creativity, logic and design principles to create more effective visuals Develop strategies for training leaders, training across cultures, and more Effective training means delivering useful information in a way that's accessible, approachable, understandable, and memorable. The Trainer's Handbook gives you the knowledge and framework you need to provide a high-value experience in any training scenario"--

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