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Nota di contenuto	""TITLE""; ""COPYRIGHT""; ""ABOUT THIS BOOK""; ""ABOUT THE AUTHOR""; ""TO THE READER""; ""CONTENTS""; ""SECTION 1 Determine the Needs""; ""ESTABLISH THE TIME NEEDED FOR TRAINING""; ""DEFINE LEARNER OUTCOMES""; ""KEEP YOUR OBJECTIVES FRIENDLY""; ""IDENTIFY THE PARTS OF YOUR OBJECTIVE""; ""PUT THE OBJECTIVES IN SEQUENCE""; ""Factual Learning Objectives""; ""Conceptual Learning Objectives""; ""Principle Learning Objectives""; ""IDENTIFY TRAINING NEEDS""; ""Identify Your Primary Purpose""; ""Determine the Organization's Needs""; ""Determine the Existing Performance Level"" ""SECTION 1: REVIEW""""SECTION 2 Prepare the Training Manual""; ""WRITE AN EASY-TO-READ TRAINING MANUAL""; ""KEEP IT SIMPLE""; ""SECTION 2: CHECKLIST""; ""SECTION 3 Understand How Adults Learn""; ""CONSIDER THE BASICS""; ""UNDERSTAND ADULT LEARNERS DIFFERENCES""; ""REVIEW YOUR TEACHING METHODS""; ""Learning Progresses Best Step-By-Step""; ""Learning Is Stimulated By Response Or Participation""; ""Learning Is Speeded By Visualization""; ""Learning Is Maintained By Recency and Use""; ""Learning Is Stimulated By Results and Rewards""; ""DEAL WITH FRUSTRATED LEARNERS"" ""EXERCISE: Working Through Negative Behavior""""LEARN COPING TECHNIQUES""; ""HANDLE PROBLEM PARTICIPANTS""; ""The Disinterested Type""; ""The Argumentative Type""; ""The Overly Talkative Type""; ""The Rambling Type""; ""The Controversial Type"";

""SECTION 3: SELF-TEST""; ""SECTION 4 Prepare Yourself for Training"";
""EXAMINE YOUR ATTITUDES""; ""USE A LESSON PLAN""; ""PRACTICE
MAKES PROFESSIONAL""; ""IMPROVE YOUR VOICE""; ""Pitch""; ""Volume"";
""Speech Rate""; ""Vocal Inflection""; ""Articulation""; ""Projection""; ""USE
EYE CONTACT""; ""BECOME BODY AWARE""; ""Mannerisms to Avoid""
""PROJECT CREDIBILITY""""(Developing Rapport)""; ""THINK BEFORE YOU
SPEAK VOCABULARY""; ""ASK QUESTIONS""; ""RESPOND TO QUESTIONS"";
""Listen""; ""Repeat""; ""Respond""; ""What to Do When You Can't
Answer""; ""PREPARE THIS TEN-STEP CHECKLIST""; ""STEP 1: Know Your
Audience""; ""STEP 2: Know the Reason for Training""; ""STEP 3: Know
the Occasion""; ""STEP 4: Know Your Speaking Environment""; ""STEP 5:
Customize Your Topic to Fit the Audience""; ""STEP 6: Begin Developing
Your Presentation""; ""STEP 7: Prepare Your Introduction to the
Presentation""; ""STEP 8: Critique Your Discussion""
""STEP 9: In Conclusion""""STEP 10: Follow Up""; ""PRESENT FROM YOUR
NOTES""; ""PRACTICE, PRACTICE, PRACTICE""; ""CONTROL YOUR
NERVOUSNESS""; ""CONSIDER YOUR PERSONAL CHARACTERISTICS"";
""APPLY CHARACTERISTICS OF EFFECTIVE TRAINERS""; ""Consideration"";
""Cooperation""; ""Interest""; ""Friendliness""; ""Involvement"";
""Professionalism""; ""Respect""; ""SECTION 4: WORD SEARCH"";
""SECTION 5 Organize Your Presentation""; ""PLAN YOUR
INTRODUCTION""; ""PLAN THE BODY OF YOUR PRESENTATION"";
""CHOOSE AN ORDERING SYSTEM""; ""Chronological""; ""Categorical"";
""Order of Importance""; ""Topical""
""Spatial""
