



TRAIN THE TRAINER



Ben Dobbs ILM Level 7 Diploma

Ben is Head of Practice of Behavioral Skills at Leoron PDI and a leadership and communications trainer and executive coach originally from York in the UK; with a vast international exposure and experience.

During his career so far, he has worked with around 70 different nationalities in the Middle East and Gulf region, and in Europe with course participants from major high market capital companies (such as Lebara, Siemens, Mobily, Soci t  G n rale, Nestle, GE, Statoil, BP, Premier Farnell, GDF Suez, Schneider Electric, Commercial Bank of Kuwait and Dolphin Energy), universities, business schools, hospitals and the military services of several countries (including the UAE Army and the Royal Air Force of Oman).

Academically, Ben is educated to MA level. He is a member of the professional associations Dublin Chamber of Commerce, the ILM (Institute of Leadership and Management) and IATEFL (International Association of Teachers of English as a Foreign Language). Ben has also completed his training as an executive coach with the ILM (level 7 diploma).

Ben is also a frequent conference presenter, talking recently in the Czech Republic, Poland, Malta, the UAE, Ireland and the UK on issues of business, communication,

coaching and training. Ben has previously worked with the University of Birmingham (UK), being responsible for development of case study materials, and Saint Petersburg State University (Russian Federation) where he ran a programme of training and coaching for academic writers.

Ben has also written a number of published articles on matters of communication, teams, leadership and training.

Moreover, Ben specializes in intensive training courses and is particularly interested in communications (interpersonal and intercultural), business functions (including presenting, negotiating and working virtually), coaching and leadership and teams in diverse environments, real and virtual teams, and working in often ambiguous global contexts. He has recently delivered leadership, team, interpersonal and intercultural skills training in Saudi Arabia, the UAE, Oman, Russia, China and Switzerland.

Professionally, Ben enjoys creating and devising engaging and practical intensive courses to meet the differing needs of participants and seeing his trainees and find their own unique paths to success through training and coaching.

5 KEY TAKE AWAYS

1	Have advanced knowledge, skills and mindset as engaging and effective trainers with a full understanding of different developmental techniques and intervention types including roleplays, simulations, case studies and gamification.
2	Have delivered a practice training session to their peers in the training group, reflected on their own performance as trainers, received peer and trainer feedback, and formed personal action plans for being effective trainers at work.
3	Know how to identify and analyse trainee needs, set objectives and outcomes for training, assess trainee development and measure the outcomes of training and development programmes.
4	Be able to manage the training environment, work with and without technology and resources, handle errors and feedback and manage trainee motivation.
5	Manage the training cycle from identification of needs, training needs analysis (TNA) and evaluation and assessment.



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WHO SHOULD ATTEND?

This course is intended for trainers, heads of training units, HR managers and other managers involved in training.



LEARNING OUTCOMES

By the end of this course, participants will:

- » Be effective, inspired, creative and dynamic trainers able to plan and manage training sessions that are engaging, motivational and beneficial.
- » Understand a range of training, teaching, coaching and other developmental interventions.
- » Have a range of approaches, techniques and methodologies and be able to create training materials and concepts including simulations, roleplays, games and case studies.
- » Be able to give effective feedback and understand training room management.
- » Understand and have ideas about the future of training.
- » Have engaged in a practice training session to test the ideas from this course.
- » Have developed a personal action plan for application of the course to real life training.
- » Understand and be able to utilise both problem-focused and solution-focused coaching in the workplace and know the benefits and scope of coaching and the related area of mentoring.



TRAINING METHODOLOGY

The course will include:

- » Trainer input and elicitation
- » Individual and pair work
- » Brainstorming, controlled discussions and whole group discussions
- » Simulation creation and testing
- » Roleplay creation and testing
- » Presentations
- » Games / gamified tasks
- » Diagnostic tools and profilers
- » Coaching practice
- » Case study analysis (audio-visual and test)
- » Roleplay writing and simulation creation
- » Designing and taking part in practice training sessions as both a trainer and trainee
- » Reflection, feedback, co-coaching
- » Personal action planning

COURSE OVERVIEW

Training is critical to the success of organisations and individuals. Training and being a trainer is complex and challenging and involves a wide range of skills and knowledge and consideration of a wide range of other factors.

The course is accredited and endorsed by the LSBF (London School of Business and Finance) and assessed by:

- » A final practice training session
- » A 20-question multiple choice, knowledge-based examination

This intensive, practical, interactive and engaging course will:

- » Advance the communication skills so that trainers can dynamically develop their trainees.
- » Probe the multicolored training atmospheres that the trainers will probably function in and correspond to different training characteristics.
- » Equip trainers with appropriate skills and instructional techniques to authentically expatiate difficult occurrences.
- » Develop trainers to be able to manage and run workshops and conferences.
- » Develop trainers to have skills to administer and manage training.
- » Develop trainers to search and identify trends, ideas and themes in relation to different topics.
- » Develop trainers to know how to search and introduce games for different topics.
- » Develop trainers to know how to create simulations, case studies, role-plays, games, video shows and more.

DAY 1

- » **Introductions, icebreakers, group dynamics and “getting to know you” activities for the training room**
- » **Focus on development:**
 - The meaning and importance of development
 - The value of development to individuals and organisations
 - Barriers to development and overcoming them
 - The different types of developmental intervention (teaching, training, shadowing, directing, coaching, mentoring, demonstrating, observing, discovery)
 - What is competence?
- » **Training techniques and task and exercise types:**
 - Input and elicitation
 - Individual work
 - Pair work
 - Brainstorming
 - Controlled discussions
 - Simulations and roleplays
 - Presentations
 - Gamified tasks
 - Diagnostic tools or profilers
 - Use of published resources and making your own materials
- » **Gamification in the training room:**
 - Hot to gamify
 - Why gamify?
 - Pros and cons of gamification
- » **Training room layouts and their advantages and disadvantages:**
 - Types of layout
 - Pros and cons of each layout
 - Monitoring the training room
 - Giving instructions
- » **Motivation and training:**
 - Motivation types
 - Using anecdotes, jokes and humour as a trainer
 - Motivation design and the ARCS model
 - Matching challenge to skill level using “The Flow”

DAY 2

- » **The training cycle:**
 - How to manage the training cycle
 - Instructional design and the ADDIE model
- » **Training needs analysis:**
 - Pre-training needs analysis methods
 - Ongoing needs analysis
- » **Setting personal or group training objectives, creating goals and outcomes**
- » **Feedback and error correction:**
 - Errors vs. mistakes or slips
 - Ways of correcting errors
 - What is feedback?
 - Affirmative and developmental feedback
 - Driving reflection
 - Feedback using BACK, BOCA and CEDAR models
- » **Training one-to-one**
- » **Coaching and mentoring approaches:**
 - What are coaching and mentoring?
 - Comparing and contrasting coaching and training
 - Coaching techniques in training vs. “pure” coaching
 - Errors in coaching approaches
 - Best practice
 - Using TGROW and OSKAR models
 - Practice coaching session
- » **Using profilers in the training room**
- » **The learning cycle and its stages**

DAY 3

- » **Learner differences:**
 - Using SWMS / SWOT analysis
 - Learning styles
 - VAKOG and representations systems
 - Multiple intelligences
 - Left and right brain
 - The learning cycle

- » **Developing thinking skills in the group:**
 - Critical thinker and how to develop it
 - Bloom's taxonomy, LOTS and HOTS
 - Developing independence and creativity
- » **Using puzzles in training**
- » **Training argument using ethos, pathos, logos and kairos**
- » **Using case studies:**
 - Types of case study
 - Analytical tools for case studies
 - Making your own case studies
- » **Use of technology:**
 - The SAMR and TPCK models
 - BYOD and mobile devices
 - Using images, audio and video
 - Great websites and apps for training

Delivery Type	Group Live
Prerequisites	This course requires that students meet the following prerequisites: <ul style="list-style-type: none"> • The candidate must have a commitment to the pursuit of excellence. • A general understanding of the training field and its elements.
Level	Intermediate to Advanced
This Program is worth	35 NASBA CPE credits

DAY 4

- » **Using whiteboards and flip charts:**
 - Effective management
 - Flipchart uses
 - Shapes and designs
- » **Presentations in the training room:**
 - Presentation types
 - Pitching tasks
 - Pecha kucha presentations
- » **Training and KPIs for measuring performance**
 - Types of KPI
 - KPI trees
 - Effective KPIs
- » **Open Space Technology (OST):**
 - What is OST?
 - Using and facilitating OST
 - Practice OST session
- » **Assessment:**
 - Assessment types
 - Designing examinations
 - Writing post-training reports
- » **Measuring outcomes:**
 - Using the Kirkpatrick and ROI models
 - Levels of the Kirkpatrick and ROI models
 - Designing feedback forms
 - Writing assignments
 - Measuring impact



PROGRAM TIMINGS

Registration will begin at 08.00 on Day One. The program will commence at 08.30 each day and continue until 16.30. There will be two refreshment breaks and lunch at appropriate intervals.

DAY 5

- » **Structuring training sessions using PPP, TTT and ESA models**
- » **Course participant practice training session:**
 - Planning a practice training session
 - Delivering a practice training session
 - Reflections and feedback
- » **LSBF examination**
- » **Personal action planning**
- » **Golden rules**

IN-HOUSE

If interested to run this course in-house please contact Val Jusufi at +971 4 447 5711 or e-mail: in-house@leoron.com

DISTANCE LEARNING PROG.

If interested to run this course with our distance learning program please contact Agron Kurtishi at +971 4 447 5711 or e-mail: agron.kurtishi@leoron.com

COURSE DETAILS

TRAIN THE TRAINER

Date: December 08-12, 2019

Location: Dubai, UAE

DELEGATE DETAILS *(Name to Appear on the Certificate, Please PRINT Clearly)*

1	Name:	Phone:
	Job Title:	Nationality:
	E-mail:	ID No.
2	Name:	Phone:
	Job Title:	Nationality:
	E-mail:	ID No.
3	Name:	Phone:
	Job Title:	Nationality:
	E-mail:	ID No.

COMPANY DETAILS

Company:	Phone:	TRN:
Address:	Post Code:	Country:

FINANCE (ACCOUNTS) PAYABLE DETAILS

Name:	Position:
Tel:	Mob:
	E-mail:

COURSE FEE: US\$ 4390

SAVINGS & DISCOUNTS

GET US\$400 DISCOUNT
if you Pay 2 month before the course

GET US\$200 DISCOUNT
if you Pay 1 month before the course

GROUP DISCOUNTS*

3-4 Delegates 20%

5 Delegates 25%

**please note that all group discounts are given on the original course fee
** all prices are VAT-exclusive.*

4 EASY WAYS TO REGISTER

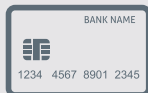
T: +971 4 447 5711

F: +971 4 447 5710

E: register@leoron.com

W: www.leoron.com

Pay by
CREDIT CARD



Pay by
INVOICE



TERMS & CONDITIONS

- Payment Terms for LEORON Professional Development Institute (hereafter LEORON PDI)**
 - 100% payment of the amount in maximum 15 days upon the receipt of the invoice.
 - The payment shall be conducted either in cash, credit/debit card, cheque or bank transfer.
 - The stated amount is exclusive of Withholding Tax and other duties, taxes and transfer related charges which if applicable are payable by the client in addition to the stated amount.
- Cancellation and Postponement Policy**
 - All cancellations and postponements shall be done in written form.
 - In case of client cancellation:
 - No cancellation fee if the cancellation takes place not less than 14 days prior to the beginning of the course,
 - 50% cancellation fee if the cancellation takes place between 7 days and 14 days prior to the beginning of the course,
 - 100% cancellation fee if the cancellation takes place less than 7 days prior to the beginning of the course,
 - In case of client postponement,
 - LEORON PDI issues a credit note which states that the paid amount can be used for participation in any of the company's courses which are scheduled in a period of 12 months from the date of the credit note.
 - A 25% postponement fee if the postponement takes place less than 10 days prior to the beginning of the course
 - In case of LEORON PDI cancellation:
 - A 100% refund shall be applicable if LEORON PDI decides to cancel the event - the client has an option to receive a credit note which can be used for any course for a period of 12 months.
 - In case of LEORON PDI postponement - the client may choose to participate on the same course at the later date or to be issued a credit note which states that the paid amount can be used for participation of any of the company's courses which are scheduled in a period of 12 months from the date of the credit note.
- Selection of Trainer and Location**
Selection of the trainer and training location shall be at the discretion of LEORON PDI. Every effort shall be made to maintain continuity, but, if necessary, LEORON PDI can change the trainer and training location any time prior to commencement of the course.
- Intellectual Property**
The copyright, intellectual property and design rights of the learning materials are property of LEORON PDI and its expert trainers. It cannot be copied, shared or reproduced without prior written consent of LEORON PDI.
- Health and Safety**
The clients must conform to and comply with the Health and Safety Policy and Procedures as laid down by LEORON PDI or its partner organizations when the course is delivered in leased premises. Breaches of these policies and procedures may result with the client being suspended or excluded from the course and premises.
- Complaints and Refunds Procedure**
 - LEORON PDI shall deem relevant the following types of complaints:
 - If the contents of a course or the training materials are incorrect or inappropriate.
 - If the duration of the course is significantly different to that invoiced.
 - If the conduct or actions by the LEORON PDI trainer are inappropriate or offensive.
 - If the training delivery is not on a satisfactory level
 - Enquiries and complaints shall be made in written form and have to contain sufficient detail to allow LEORON PDI to compile an official written response.
 - All official enquiries and complaints shall be submitted electronically to Val Jusufi, Managing Director of LEORON PDI, at val@leoron.com
 - LEORON PDI shall officially respond to the complaint no later than 7 days from the date of its reception.
- Force Majeure**
LEORON PDI shall not be liable to the clients or be deemed to be in breach of any agreement it has concluded with them for any delay in performing or failure to perform any of the LEORON PDI's obligations in respect of the services if the delay or failure was due to any cause such as war, warlike activities, fire, storm, explosion, national emergency, labor dispute, strike, lock-out, civil disturbance, actual or threatened violence by any terrorist group, newly enacted law or regulation or any other cause not within the control of LEORON PDI.
- Governing Law**
This contract shall be governed by and construed in accordance with the Laws and Regulations of the DMC-CA Authority in Dubai, UAE.

I have read and agreed to the following terms and conditions!

Signature: _____