

Train-the-Trainers 1 & 2

ToT Presentation and Communication Skills

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***Created by: PBSP and ITS International
for it@coops***

Based on training material created during the project "it@coops - Information Technology for Southeast Asian Cooperatives", a joint initiative of the Asian Women in Cooperative Development Forum (AWCF) and InWEnt - Capacity Building International, Germany in cooperation with CULT (Thailand), FORMASI Indonesia (Indonesia) and NATCCO (Philippines) with financial support by the German Federal Ministry for Economic Cooperation and Development (BMZ). Reference number of training material: [TRM17021]. / For more information see <http://www.it-coops.org>



About: Train-the-Trainers 1 & 2

In this course, the participants are expected to:

1. Understand the principles of the adult learning theory and how it can be used to improve presentation skills
2. Demonstrate knowledge and skills on the Training Cycle (Training design, implementation, monitoring and evaluation)
3. Come up with a training plan for the next 6-months
4. Effectively orient/train coop board members, staff, etc. on how to utilize IT to support the coops' processes

About it@coops - Information Technology for Southeast Asian Cooperatives



The programme it@coops - Information Technology for South East Asian cooperatives - provides poverty-oriented cooperatives in Southeast Asia with IT skills and stimulates virtual cooperation. The programme was initiated jointly by the Asian Women in Cooperative Development Forum (AWCF) and InWEnt - Capacity Building International, Germany and is implemented jointly with the Credit Union League of Thailand (CULT), Thailand, the Forum for Indonesian Cooperatives Movement (FORMASI Indonesia), Indonesia and the National Confederation of Cooperatives (NATCCO), Philippines. The initial phase from 2004 to 2007 was financially supported by the German Federal Ministry for Economic Cooperation and Development (BMZ).

For further information please visit the following websites:

<http://www.it-coops.org> - <http://www.coopwomen.org> (regional)

<http://it-coops.natcco.coop> - <http://www.it-coops.cultthai.coop> - <http://it-coopsindonesia.com> (national)



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Train the Trainers Course

October 26 – 27, 2005

Course Objectives

At the end of the course, the participants are expected to:

- Have a grasp of the adult learning principles and how it can be used to improve presentation skills;
- Have a thorough understanding of how to communicate effectively as a trainer; and
- Demonstrate improved presentation skills.

Day 1, October 26



9:00 – 9:30	Preliminaries
9:30 – 10:00	Training Skills Inventory
10:00 – 10:15	Break
10:15 – 10:30	Continuation of the Training Skills Inventory
10:30 – 11:00	The Adult Learning Principles
11:00 – 12:00	Trainer as Communicator <ul style="list-style-type: none">• Barriers to Effective Communication• Dealing with Problem Participants
12:00 – 1:00	Lunch Break
2:00 – 2:30	Emphatic Listening
2:30 – 3:00	Giving and Receiving Feedback
3:00 – 3:15	Break
3:15 – 4:00	Presentation Skills: The Five-Step Model

Day 2, October 27



9:00 – 9:15	Recap and Overview of Day 2
9:15 – 9:30	The Five-Step Model in Action
9:30 – 10:30	Preparation for Presentation
10:30 – 10:40	Overcoming Presentation Anxiety
10:40 – 12:00	Presentation (1st Batch)
12:00 – 1:00	Lunch Break
1:00 – 2:30	Presentation (2nd Batch)
2:30 – 3:00	Practical Tips
3:00 – 3:15	Break
3:15 – 4:00	Planning for Improvement Synthesis and Evaluation

Group tasks

In your group, come up with the following:

- 2 most important skills and
- 2 most important traits

that an effective trainer should possess

Competencies

- **Adult Learning Understanding** — Knowing how adults acquire and use knowledge, skills and attitudes
- **Group Process Skill** — Influencing groups to accomplish tasks
- **Presentation Skill** — Verbally and visually presenting info so that the intended purpose is achieved

Competencies

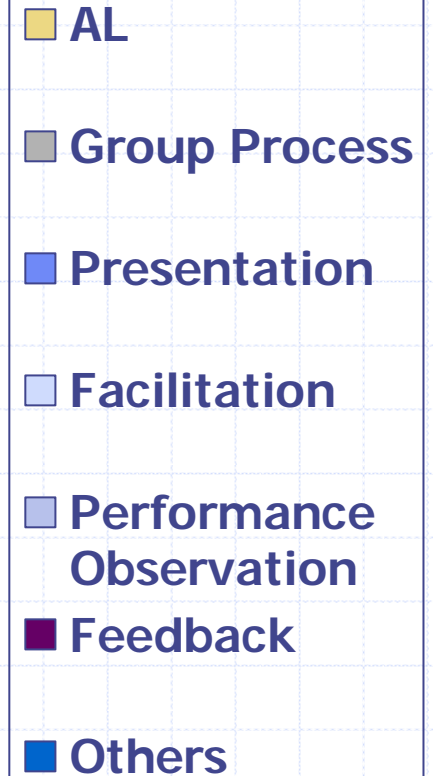
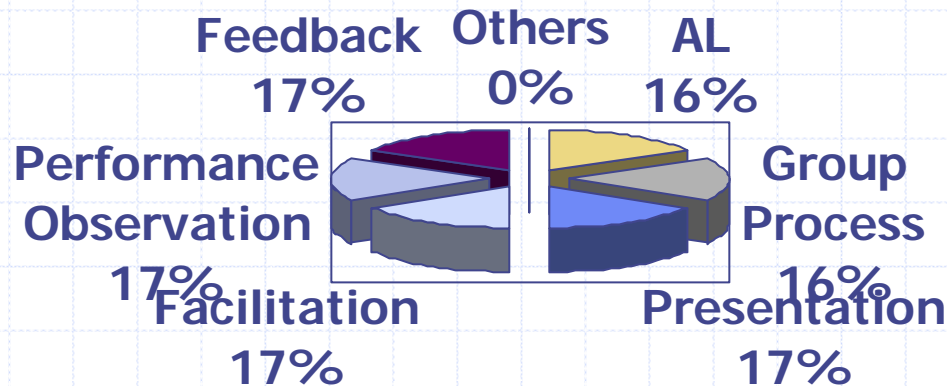
- **Facilitation Skill** – Gathering info from and stimulating insight in individuals
- **Performance Observation Skill** – Tracking and describing behaviors and their effects
- **Feedback Skill** – Communicating info, opinions, observations and conclusions so that they are understood and acted upon

Competencies



- Adult Learning Understanding
- Group Process Skill
- Presentation Skill
- Facilitation Skill
- Performance Observation Skill
- Feedback Skill

Result of Skills Inventory



Barriers

Physical Barriers

Causes: Room too hot or cold, space too crowded, noise from Surrounding activities, poor audiovisual equipment.

Solutions: Check out facilities in advance; make adjustments where needed.

Cultural Barriers

Causes: Misunderstanding between different cultural groups.

Solutions: Recognizes the differences without judging them. Show how differing groups have much to gain by cooperation.

Barriers

Experimental Barriers

Causes: Differing levels of expertise and background.

Solutions: Separate audience into different groups according to varying levels of expertise; speak to each group separately. If this is not Possible, provide handouts or visual aids support.

Perceptual Barriers

Causes: Given different needs, individuals perceive the same word, example, or idea in very different ways.

Solutions: Clarify your major points by discussing your intentions, providing examples, and asking for questions.

Barriers

Motivational Barriers

Causes: Audience members may not all want the same things for themselves. Some may not even want to be there.

Solutions: Determination what motivates listeners in advance of the presentation; build in more than one set of motivational elements to reach as many listeners as possible.

Handle Problem Participants

The Disinterested Type

- Stress personal benefits to be gained from the training.
- Direct questions at this individual to get involvement.
- Seat this person in the middle of discussion flow.

The Argumentative Type

- Direct questions raised by others back to this individual for answering.
- Direct this person's questions to the group for answering.
- Avoid being drawn into an argument – let the group settle issues.
- Seat this person at your immediate right or left.

Handle Problem Participants

The Overly Talkative Type

- Direct questions away from this individual to other members of the group.
- Talk to this individual privately and suggest the value of letting others participate
- Seat this person at your immediate right or left

The Rambling Type

- Suggest listing the points presented to lead these individuals into organizing ideas.
- Briefly summarize all important points so far, to bring them into focus.
- Point out the need to stay on schedule to curtail rambling

Handle Problem Participants

The Controversial Type

- Try to foresee points of controversy and plan answers to them.
- Defer points for later report.
- Defer points for private discussion.