

Training Clinic Moments



March 2016

Greetings!

You've planned.
You've scheduled.
You've done your marketing.
Yet they still come.
You can hear them.
They're getting closer.
You grab the closest easel chart to hide behind. But you're too late! They've spotted you!

It's the dreaded March of the Managers!!!

There's something wrong with their people. They want you to schedule training for them. WAIT! You just trained their people on this very topic two months ago! Doesn't matter. Now they're demanding training to 'fix' their staff.....again.

No this is NOT a scene from a horror flick, although this *is* your worst nightmare! Managers who experience performance problems with their people and demand training as "the fix." It happens right around this time of year AFTER you've partnered with them and put a plan into place. Don't despair! This month's issue is dedicated to helping you gently push these managers away from training and towards looking at the source of the performance problem, and then helping them to address it.

2016 Train the Trainer Public Workshops & Certifications

With our *signature brand* of train the trainer workshops, you'll walk away with tools and techniques you can apply right away, awesome resources and new network contacts!

Click on the title below for more information and registration.

HOW TO DESIGN EFFECTIVE TRAINING PROGRAMS

Believe it or not, your slide deck is NOT your training design! Learn strategies and techniques to design your program to enhance learning retention and transfer of skills and knowledge back to the job.

Southern CA, April 11-12

Metro DC, Oct. 24-25

VILT, April 26 & 28, Oct. 11 & 13



FACILITATE TRAINING WITH IMPACT!

Whether you're a subject matter expert or a full time instructor, this highly interactive workshop will give you the tools you need to step away from your PowerPoint and connect with your audience!

Atlanta, April 11-12, Nov. 17-18

Dallas Fort Worth, May 2-3,

Oct. 24-25

DC Metro, May 16-17, Oct. 3-4

Southern CA, April 25-26, Oct. 27-28



CERTIFIED PERFORMANCE CONSULTANT (CPC)

Feel like you're training for training?



Oh? So You THINK You Need Training?

Somedays it absolutely seems like managers feel they can just push that T&D button and training just happens!

We know that most managers' knowledge of how to handle performance problems begins and ends with a training class. We also know that not every performance issue is a training problem! We don't want to appear unsupportive, so what to do?

Before you launch into a full blown performance analysis (which may send them over the edge), calmly suggest that you sit and have a discussion. Remember, most managers will come to you at FULL SPEED so you need to be the brakes and slow this training freight train down!

Begin by asking them what is going on. Paraphrase back to them and dig a little deeper. Ask them what should be happening that is not happening. Paraphrase again and find out why THEY think the non-performance is going on. Most conversations will end right then and there. We call this the "Oh...So" method. Here's what the typical conversation may sound like using the "Oh, So" method of analyzing performance:

Manager: *I need to schedule a time management training for my people now!*

Trainer: *Oh, so they're not managing their time well? Tell me more about that.*

Manager: *We are WAY under production goals and they're not getting things in on time.*

Trainer: *So how long have they been unproductive?*

Manager: *For about a month.*

Trainer: *So, a month ago they started being less productive. What insights do you have about why this is happening?*

Manager: *Well, I'm understaffed and it's the busiest time of year - that's why!*

Trainer: *Oh, so maybe after you get over this peak and/or hire additional staff, the problem may go away?*

Manager: *Probably.*

Trainer: *So, it sounds like it may be a staffing issue and not a training problem.*

Manager: *Guess you're right.*

Granted your conversations may not go all this smoothly. The thing to remember is to "be the brake" that slows down the process, ask some thoughtful open-ended questions and help steer the manager in the right solution direction for the non-performance. If the situation gets too complex from this initial discussion, *then* a full blown performance analysis may be in order. But that's another article!

So, next time a manager frantically runs toward you demanding training, no need to hide. Just "**OH, SO**" them until they come to their senses!



Push 'em Back, Push 'em Back, WAY

Feel like you're training for training's sake but don't want to appear unsupportive? Learn how to uncover the true performance needs of your organization and partner with management to achieve results.

Dallas Fort Worth, May 4-6,
Oct. 26-28
VILT, May 18, 20, 24, 26
Nov. 2,4,8,10



CERTIFIED TRAINING MANAGER (CTM)

VILT Starts JUNE 14

With the right practices, any training program can accelerate performance while delivering economic benefits; and as a focused and practical manager of a training function, you can lead the charge within your organization!



CERTIFIED TRAINING COORDINATOR (CTC)

VILT Starts APRIL 5

Take a consulting approach to coordinate and administer training more efficiently and effectively! We'll show you how to develop a training plan, be active - not reactive and maintain management support for training.



FACILITATION SKILLS FOR E-TRAINERS

VILT MAY 3 & 10, Sept 27 & 29

No, it's not a webinar - it's a workshop!

E-learners WILL multi-task! Your job as an e-facilitator will be to minimize the amount 'other focus' through actively engaging your virtual learners.



Back!

Although this sounds like a cheer on the sidelines of a football or rugby game, this could also be your mantra as a performance consultant when encountering resistance from your client!

To ensure you are ready to take on this challenge, answer this question: Why is the L&D function possibly the only place in the organization that allows outsiders (people from other departments) to come in and tell us what to train, how to train it, when to train it, how many people will be there, and how much it will cost?

We would NEVER think to walk into sales and marketing and say, "Ok, starting right now, you're going to use THIS Digital Marketing Funnel to attract and retain THIS MANY web based clients using THIS budget." Or how about walking into your Finance Department and announcing, "For the remaining quarters of the year, X reports will be generated using THIS data and will be distributed to THESE departments once a week." If we wouldn't THINK of doing something like this, WHY do we allow others to do it to us? Click [HERE](#) to read more...



FREE WEBINAR!!

Abacadabra: De-Mystifying Adult Learning Techniques
April 20 1pm ET/10am PT

Fairly new to training and still trying to figure out this Adult Learning Stuff? We've got you covered!

With a bit of background and lots of hands-on activities, this session will teach you how to use several easy and quick techniques to make your training more fun, interesting and effective by honoring adult learning principles.

Learn to:

- Trigger retention in learning activities
- Sequence activities for impact
- Identify creative and fun activities that appeal to various learning styles

Sign up now and get the information and tools to help make your training more interactive, memorable and STICK. Click [HERE](#) to register for this FREE webinar!



Announcing: Evidence Based Certification!



We are *delighted* to announce our offering of **Evidence Based Certification** as part of our ongoing development and acknowledgment of experienced Learning and Development professionals worldwide.

We've received so many requests for a way for L&D professionals to validate their experience and results without taking an added certification course - and here it is!

What Is an Evidenced Based Certification?

Evidence based certification is a new way to become certified. It provides you with the opportunity to demonstrate your proficiency in performance standards to real-world

VILT Sept 14, 16, 20, 22

Need to hit the ground running with your instructional design skills? Then this certification program is for you! This five-day interactive session is for the subject matter expert or instructor who develops training.

Still not sure? Then take a look at what our happy learners are saying:

"I expected the material to be good but it was GREAT!"

~

"A terrific two days and very beneficial. Well worth pushing work to the right! Thank you for your passion!"

~

"My boss needs to go through this!"

~

"As a new designer, I have found this class very beneficial. I'm excited to use these new skills!"

~

"Excellent, as always!"

~

Sign up today and stay ahead of the PEEPS!



workplace situations.

What's In It For You?

An Evidence Based Certification:

- Validates the multiple ways you have learned and developed proficiency.
- Recognizes your expertise in achieving business results.
- Demonstrates your value to your business partners.
- Attests to your knowledge as a professional.
- Distinguishes you from your competitors.

Click [HERE](#) for more information and get started earning recognition for your experience!



TRAINING MANAGER'S CORNER:

The Cost of NOT Doing Training

Although this issue is dedicated to working with line managers pushing for training that's truly not needed, sometimes the opposite happens.

There are times when we've done our homework and discover that training IS needed. And we get no support. The reason? No budget, budget cuts, budget reallocation - you've heard it all. Time to turn this argument around and show the cost of NOT doing the training. Yes! There IS a cost to non performance to the bottom line. A carefully crafted ROI (Return On Investment) will help illustrate your point. Never done one? Join us for our Training Manager Certificate program starting June 14th and learn this and more! Click [HERE](#) for more information and registration.

Join us and we'll show you how to make them follow the money!



Thank you...

for your continued support and trust in The Training Clinic. As you continue to push back for the best solutions to performance problems, remember we're only a phone call away. We would love to hear from you!

Team M & M:

Melissa Smith & Maria Chilcote

Managing Partners & Owners of The Training Clinic

The Training Clinic

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