

The Training Clinic

40 years

**Training Clinic Moments**



June 2017

## Greetings!

EVERYONE is talking about blended learning. But what about blended learners? We've received lots of questions from you about how to handle learners with diverse backgrounds all in the same room. So, we've dedicated this month's newsletter to providing you with some insider tips.

Grab a smoothie and let's get going!

**2017 Train the Trainer  
Public Workshops &  
Certifications**



**Make Discovery Learning Happen**

## Certifications

Keep it fresh by getting some just in time training with our much loved public workshops!

Click on any title below to go to our website and type in the name of the workshop in the search bar 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** Sept. 25-26  
**Metro DC** Sept. 20-21



### 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!

**Metro DC** Sept. 18-19  
**DFW** Oct. 2-3  
**Southern CA** Oct. 26-27



### CERTIFIED PERFORMANCE CONSULTANT (CPC)

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.

**ILT**  
**Metro DC** Nov. 1-3  
**DFW** Oct. 4-6  
**Southern CA** Sept. 18-20

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Using an experiential learning model will set up a learning environment that facilitates learning for everyone. We recommend our Five Steps of Adult Learning.

The five-step adult learning process is an approach to experiential learning, often called discovery learning, that creates an environment where learners realize, for themselves, what they need to know and/or do differently.

Some learners will get more out of an activity than others. This experiential learning model helps all learners begin from where they are and grow from a shared experience. Because experiential learning actively involves the learner, it is possible to use the same activity with a diverse audience.

The process is a set of steps to follow for each learning experience and can be used to design and deliver content on any topic and any learning activity, including demonstration, role play, simulation, participative lecture, small group activity, etc. .

#### 1. Instructor Sets the Learning Activity:

The purpose of the first step in the adult learning process is to introduce and set up the learning experience. This step is all about the who, what and how of the learning experience. The set up (number of steps and the importance of doing them in a particular order) and/or the skill level of the facilitator will dictate how detailed the plan needs to be for this step. There are four typical ways to accomplish this ... (Click [HERE](#) to read more)

### Quick Inclusion Tips

In addition to using a facilitation approach to blend diverse learners, here are some additional tips to ensure a comfortable,

inclusive environment for all:

#### 1. Do Your Homework.

Write a target population statement (which we affectionately call TPOP). What is the gender split? What is the age range? Educational background? Previous experience/training in workshop topic? Points of resistance?

#### 2. Sent Out a Welcome Letter.

Provide an overview of the workshop/session along with the purpose and the WIIFM - what THEY will personally get out of it! Also, add in some workshop logistics like start and end times, meals (provided or on their own) pre-work, etc. Remember, they are not planning for this session like you are so you need to help them focus on it.

#### 3. Know Your Organization.

Determine if your organization's culture is conducive to mixing different levels in one room. Is it appropriate for supervisors and employees to be in the same room?

#### 4. Utilize the Expertise in the Room.

After doing a TPOP, approach those folks with more experience/ knowledge to see if you can use them as teaching buddies in the classroom. Having them also help with the teaching will expand their own knowledge on the topic! Also ask them to if they would be willing to share their expertise in the large group. This ensures that these more experienced learners are not bored but engaged during the session and will

VILT  
Nov. 7, 8, 13, 15



### CERTIFIED INSTRUCTIONAL SYSTEMS DESIGNER (CISD)

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

VILT  
Sept. 9.6.12.14



### CERTIFIED TRAINING MANAGER (CTM)

Have more days than not when you're ready to pull out your hair? Maybe it's HOW you're managing your training function. Especially if you're a one person department!

Learn practical ways, sound techniques, and proven ideas to manage your organization's training and yield tangible, bottom-line results in this highly interactive VILT program!

April 11,13,17,19, 2018



### CERTIFIED TRAINING COORDINATOR (CTC)

This role has changed from administrator, record keeper and scheduler to someone who is interviewing vendors, training SMEs and, yes, even conducting and designing training! Be prepared to handle this highly demanding role and do it with a performance consulting base. Join us in this highly interactive VILT program.

October 3, 5, 9, & 11

feel valued.

### 5. Mix Up Small Groups.

Ensure breakout/small groups have a mixture of knowledge levels so that all are learning. Also employ the FRESH PEOPLE concept. If you are having multiple days, ensure they are not stuck with the same group every day - mix it up!

These are just a few tips that we've implemented over the years. What are some other techniques that you've used to include all learners? We'd love to hear from you!



#tips4trainers from our recent tweets...

1. Know the difference between confidential & anonymous & which you can promise when gathering data for an assessment.
2. Target population analysis helps decide who needs the performance intervention, how to be customize & what learner groupings are appropriate.
3. Building relationships will help you better navigate the organization - especially during stormy times!

*For more tips, follow us @ttrainingclinic, @mlchilcote and @melissasmithTTC*



**Thank you...**

*for your continued trust and support! Please remember to keep in touch with us - we're all in this journey together!*

**Team M & M:  
Melissa Smith & Maria Chilcote  
Managing Partners & Owners of The Training Clinic**



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

*Thank you for a fabulous workshop. I feel really excited to implement all of your teachings in my classes and beyond!!!*



*Thank you! The program far exceeded my expectations, so KUDOS to all of you too! I do plan on attending future events as well.*



*The whole experience was very motivating and confidence-boosting. I'm very excited to apply my new skills!*



*The class was fantastic and I look forward to decompressing the information last week and applying the tools into our programs. Thank you for all you are doing to make a difference and sharing your expertise. You are truly making "Training Matter!"*



**Sign up & blend with us today!**



**The Training Clinic**  
[www.thetrainingclinic.com](http://www.thetrainingclinic.com)  
800-937-4698