

A decorative graphic on the right side of the page consists of several overlapping circles in various shades of blue. Two thin blue lines intersect at the top right and extend downwards, framing the circles. The circles vary in size and opacity, creating a layered, abstract effect.

Train-the-Trainer Program

Bryant Consulting Group, LLC

Bryant Consulting Group (BCG) is one of DC's premier training companies. Our professional trainers are passionate about helping others develop their potential as trainers.

BCG's trainers have a minimum of five years of experience in delivering stand-up training. Our eLearning specialist has over 14 years of experience in developing eLearning applications and computer support programs.

You won't find a better caliber of experienced professionals to learn from as you enhance and hone your training skills.

Karen Jones
6/9/2007

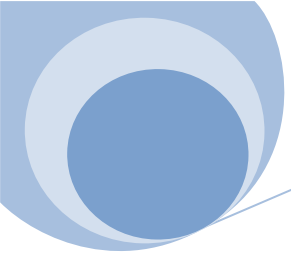


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Introduction to Bryant Consulting Group, LLC

Insert info from marketing materials

BCG's Train-the-Trainer Courses

BCG's Train-the-Trainer (TTT) Program

This is a comprehensive curriculum that takes a participant from novice status to master trainer. It is geared for subject matter experts and those who have little or no education or training in the field of instructional design and delivery. The three tracks focus on the main components of today's learning community: instructor-led training delivery, curriculum development, and eLearning development.

BCG's Trainer Enhancement Program

This program is for those who have some training experience and want to enhance their skills. It consists of the advanced classes in the TTT program but does not require the learner to take the basic training classes.

BCG's Trainer Mentoring Program


The mentoring program is for those who wish to hone their training skills or would like a personalized development program. Learners work one-on-one with a BCG trainer who specializes in the area of expertise in which the learner wishes to excel.

BCG's Training Administrator Program

This program is for those responsible for administering and marketing training programs. It focuses on course logistics, choosing marketing audiences, and using resources. It is applicable for administrators who are internal to a training organization or an external training provider.

BCG's Train-the-Trainer Program

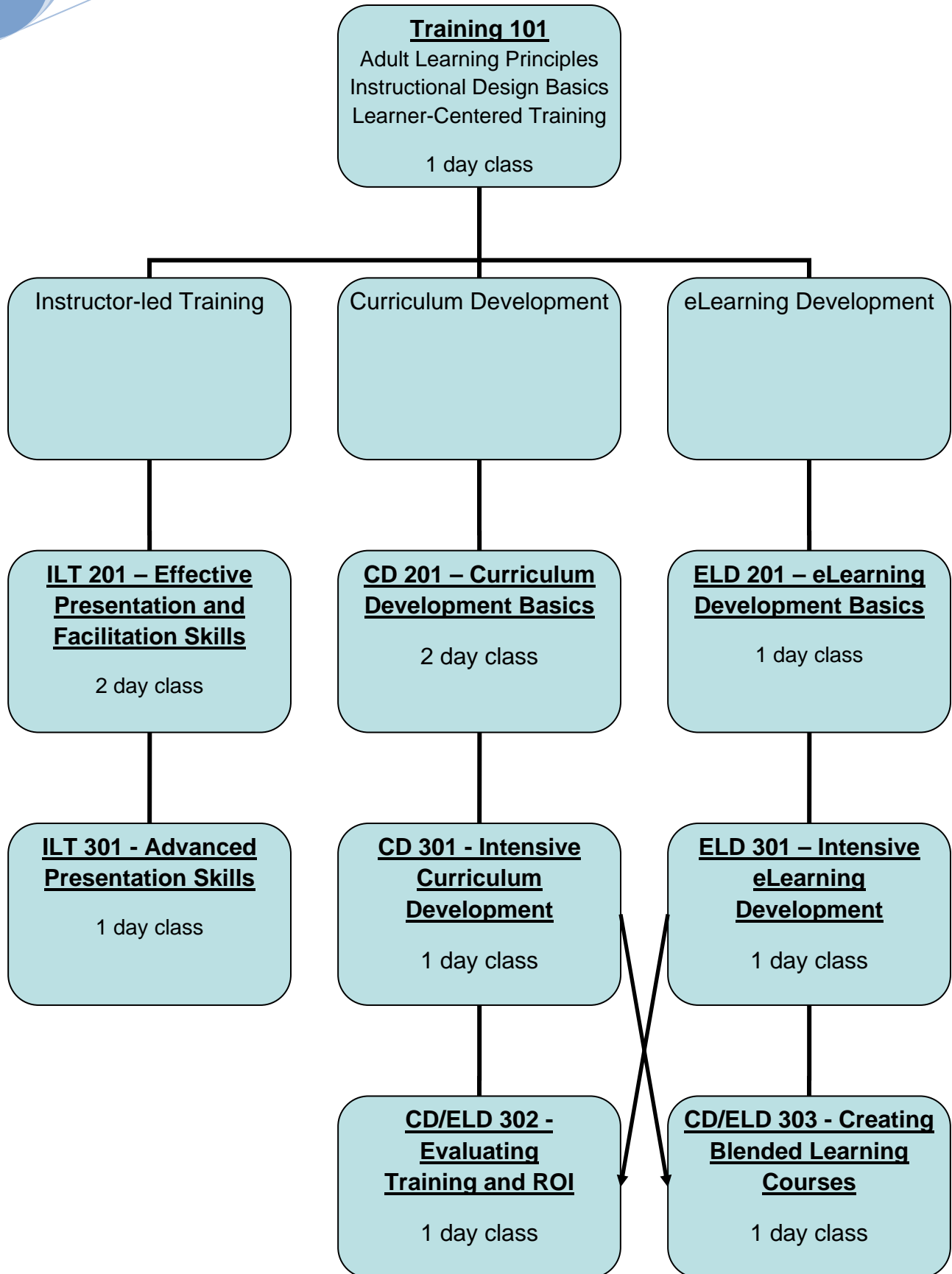
The TTT program features practical, hands-on experiential learning. Once participants complete the one-day Training 101 course, they choose the track they wish to specialize in: instructor-led training delivery, curriculum



Train-the-Trainer Program

development, or eLearning development. The chart on the following page shows the courses in the tracks.

Train-the-Trainer Program



TTT Program Course Descriptions and Outlines

Training 101 (1 day class)

In recent years, training has been one of the areas of the organization in which cuts have been deep. All too often, subject matter experts and suppliers deliver "information dump" sessions and call it training. The result is information overload and no real skill development or mastery. To be an effective instructor takes more than knowing your subject – you must also understand how adults learn and how to develop and adapt your training to ensure learning.

- ◆ Adult-Learning Principles
 - Subject Matter Expertise vs. Instructional Expertise
 - How do adults learn?
 - Conscious & unconscious learning
- ◆ Adult Learning Styles
 - Sensory Learning Test
 - Kinesthetic/Tactile
 - Auditory
 - Visual
 - How your learning style impacts your training
- ◆ Teaching Adults
 - What motivates adults?
 - Barriers to adult learning
 - Empathetic & active listening
 - Student need for explanation & encouragement
 - Removing barriers to learning
- ◆ Basics of Instructional Design
 - The Instructional Design process
 - Your role in the ID process
 - Learner-Centered Training

The Instructor-Led Training Track

ILT 201 - Effective Presentation and Facilitation Skills (2 day class)

This is a two-day class that is beneficial to almost any trainer. Participants include those who have been training without the benefit of a formal train-the-trainer workshop. This class focuses on preparing for your class,

managing your class, effective presentation skills, using visual aids, facilitation/discussion skills, and handling challenging classroom situations.

- ◆ Managing Your Class
- ◆ Technical Training vs. Non-Technical Training
- ◆ Using and Adapting Instructional Materials
- ◆ Presentation Skills
- ◆ Creating and Using Effective Visuals
 - Types of Visual Aids
 - Planning Your Visuals
 - Flip Charts
 - Overheads/Slides
 - Handouts/Wall charts
 - Job Aids
 - PowerPoint
- ◆ Delivery Skills
 - Use of Notes
 - Non-Verbal (Physical)
 - Para-Verbal (Vocal)
 - Verbal (Content)
- ◆ Overcoming Anxiety
- ◆ Different Approaches to Training
- ◆ Ensuring Learning Transfer
- ◆ Facilitation/Discussion Approach
- ◆ Facilitating Learner Driven Activities
- ◆ Handling Challenging Classroom Situations

ILT 301 - Advanced Presentation Skills (1 day class)

This is a one-day session for any trainer to sharpen and refine training skills. Learn how to handle difficult situations, provide individual feedback, and use simulations, exercises, inventories, tests, games and puzzles effectively. Participants will have the opportunity to practice instructing an academic learning group. Current educational practices and instructor-led practice exercises offer the participants of this intensive workshop multiple opportunities to practice and hone their presentation skills.

- ◆ Troubleshooting Audience Difficulties
- ◆ How To Field Questions

- Avoid common mistakes when responding to questions
- When should you re-direct questions?
- 5 tips on fielding questions
- How to ensure equal “air-time” for everyone in the room
- ◆ How to provide individual coaching during small sessions and to participants who require extra assistance
- ◆ Facilitating learning activities effectively
 - Simulations
 - Exercises
 - Inventories
 - Tests
 - Games
 - Puzzles

The Curriculum Development Track

CD 201 – Curriculum Development Basics (2 days)

If you have been designing training programs and have never attended a workshop on this process, you'll find some steps you've been missing to make this process easier. A methodology resource guide is given to each participant to use as a template to design future training programs. Organize and plan materials development for learner handouts, activities and tests, lesson plans and audiovisual scripts.

Phase 1: Producing a Training Plan

- ◆ Introduction to Developing a Training Program
- ◆ Phases of Training Development Process
- ◆ Roles of the Trainer/Course Developer/SME
- ◆ Problem-Solving Model
- ◆ Needs Analysis
 - Definition
 - Purpose
 - Methods of conducting a Needs Analysis
 - Building a skills inventory
 - Are prerequisites necessary?
- ◆ The Training Plan
 - Training and Change
 - Product Development Plan
 - Project Development Plan

Developing a Training Course

- ◆ Learning Objectives that Meet Business Needs
 - Sort training needs vs. wants
 - Who needs training?
 - Why Use Objectives
- ◆ Matching Objectives to Adult Learning Styles
 - Competency-Based Training
 - Performance-Based Objectives
 - Break down a task into teachable parts
 - Words Used in Written Objectives
- ◆ Training Methods and Techniques; Lesson Planning
 - Methods of Instruction
 - Instructional Techniques
 - Components of Lesson Planning

Delivery of Training and Follow-up

- ◆ Training Delivery
 - Getting ready for class
 - Presenting the training
 - Ensuring learning transfer
- ◆ Evaluation
 - Designing Evaluations
 - Types of Evaluation

CD 301 - Intensive Curriculum Development (1 day class)

You learned the basics in 201, now put that knowledge into practice in our Intensive Curriculum Development course. Come armed with your needs analysis and spend the day building your training plan and developing your course. See examples of different student and teacher manuals and analyze which would work best with your proposed curriculum. Get instant feedback from peers and professional curriculum developers on your training project. Walk out of class with a completed lesson plan to get you started in your development process.

CD/ELD 302 - Evaluating Training and ROI (1 day class)

You have developed and delivered a course, but how do you determine its effectiveness? How do you measure Kirkpatrick's levels for the training?

This class will help you learn how to evaluate training and the trainer's performance.

- ◆ Overview of Transfer of Learning
 - Whose job is it to apply what's been learned?
 - Barrier's to transfer of learning
 - 3-way partnership: trainer, manager and learner
- ◆ The Trainer's Role in Transfer
 - Key tactics to build the ground work for training
 - Essential trainer's skills influence on the transfer of learning
 - Post training performance analysis
 - Ensuring the right training was conducted
 - What kind of follow-up is appropriate?
- ◆ The Manager's Role in Transfer
 - How to get workplace results from training
 - Get managers to support new skills and workplace changes
 - How to involve managers prior to training
 - Identify performance required to achieve business goals
 - Key tips to prepare employees before and after training
 - Manager's influence in coaching and feedback
 - How to conduct "level 3" evaluation to measure learning transfer
- ◆ The Learner's Role in Transfer
 - Techniques to set expectations to improve retention and learning transfer
 - Are appropriate methods used to build retention?
 - What amount of learner practice is sufficient to change old habits?
 - Using action plans to track results
 - Assess learner reaction and analyze trends
 - Methods to test for learning
 - Are new skills used back on the job?
- ◆ Did you get bottom-line results?

CD/ELD 303 - Creating Blended Learning Courses (1 day class)

The trend today is to have courses that are delivered part in person and part on-line. The challenge is to determine what content should be delivered through which method. Is it always appropriate to convert all manuals to

on-line delivery and keep the lectures intact? This class will help you determine appropriate delivery methods for meeting learning objectives. You will have a hands-on analysis and repackaging of a current course as well as identify delivery methods for new course development.

The eLearning Development Track

ELD 201 – eLearning Development Basics (2 day class)

Our elearning features the best in video, audio, PowerPoint, color, and interactivity. People have different learning styles. Some learn best by sight, others by sound, still others by doing. BCG will show you how to integrate sight, sound, and touch into your online learning environment because interactivity helps reinforce learning. Our eLearning experts do more than bring you the most current instructional design concepts to the computer; they use impeccable delivery and presentation skills. Participants of this online course will learn how to develop an interactive, engaging, and collaborative online classroom.

- ◆ Psychology of eLearning
 - How do adults learn?
 - How online learning differs from traditional learning
- ◆ Adult Learning Styles
 - Sensory Learning Test
 - Kinesthetic/Tactile
 - Auditory
 - Visual
 - How your learning style impacts your training
- ◆ Teaching Adults
 - What motivates adults?
 - Barriers to adult learning
 - Student need for explanation & encouragement
 - Removing barriers to learning
- ◆ Budget and Technology Issues
 - How Budgets Drive eLearning Development
- ◆ Determining Hardware and Software Requirements
 - Inherent problems with CBT and online training and what to do about them
- ◆ Instructional Methodology for eLearning
 - The Instructional Design process

- Your role in the ID process
- ◆ Learner-Centered Training
 - How to make CBT and online training appealing and practical for all learning styles

ELD 301 – Intensive eLearning Development (1 day class)

You learned the basics in 201, now put that knowledge into practice in our Intensive eLearning Development course. Come armed with your budget, software/hardware requirements and needs analysis and spend the day creating your course flowchart and storyboard. See examples of different storyboards and analyze which would work best with your proposed curriculum. Get instant feedback from peers and professional curriculum developers on your training project. Walk out of class with a course flowchart and storyboard template to get you started in your eLearning course development.

BCG's Trainer Enhancement Program

This program consists of the 200 and 300-level classes in the TTT program but does not require the learner to take the basic training classes. It is designed for those who have some training experience and want to enhance their skills. Simply contact BCG and let us know which class you are interested in, and we will get you in the next class!

BCG's Trainer Mentoring Program

BCG's Mentoring Program is for those who wish to hone their training skills or would like a personalized development program. Learners work one-on-one with a BCG trainer who specializes in the area of expertise in which the learner wishes to excel.

Examples of how we can help to apply new skills are:

- ◆ Individual phone or e-mail consultations
- ◆ Instructional design or re-design
- ◆ Training design feedback
- ◆ Personalized coaching
- ◆ Management support
- ◆ Post-training reports
- ◆ Evaluation tools

BEG's Training Administrator Program

This course is for those responsible for administering and marketing training programs. It focuses on course logistics, choosing marketing audiences, and utilizing resources effectively. It is applicable for administrators who are internal to a training organization or an external training provider.

- ◆ The Training Administrator's Role
 - Define your key roles and responsibilities
 - Set your objectives to focus on training issues
 - Be active instead of reactive in meeting training needs
 - Build rapport with line managers and executives
- ◆ Use a budget framework to track training expenses
 - Complete a cost-benefit analysis to demonstrate training's effectiveness
- ◆ Develop and maintain training resources
 - How to buy external resources
 - Use internal subject matter experts as trainers
 - How to hire a consultant
 - Review training proposals
 - Is packaged training right for you?
 - How to get the most from inexpensive resources
 - Corporate library and resource center
- ◆ Identify techniques to market your training function
 - How to market your training programs effectively
- ◆ How to get on management's priority list
 - Techniques to run management overviews and workshop pilots
 - In-house promotion of training
- ◆ Record keeping made easy: the bare essentials
 - Is automated record keeping for you?
 - Monitoring tuition reimbursement programs
 - Participant registration and confirmation systems
- ◆ Practice ways to anticipate the changing trends in your organization
- ◆ Training Schedules and Facility Arrangements
 - What is the best time to schedule training?
 - How to develop practical class schedules
 - What type of room set-up is required?
- ◆ Select the site: in-house or renting outside facilities



Train-the-Trainer Program

- How to tell hotels/meeting facilities what you expect
- ◆ How to trouble-shoot facility problems
- ◆ Meeting planner's survival kit
- ◆ Ordering supplies, audio-visual equipment and refreshments