

Course Content



Title: Train-the-Trainer

Potential PDH: 8 **Code:** BTT002

Description:

Through lecture, example, and exercise, the participants - future Instructors - will learn a scientific approach to solid Adult Learning. The methods and techniques taught will improve their delivery skills in the classroom - or in the field.

Outline:

1. Course Structure
 - "Tell Me - Guide Me - Show Me - Assess Me"
 - Build from the Basic to the Complex
2. Knowledge & Skill Acquisition Model
 - Conscious and Unconscious Competence
 - Associations and Memory Buckets
 - Analogs
3. Communication Modes & Learning Styles
 - Learning and Forgetting
 - Specificity
4. Conveying Principles & Verifying Understanding
 - Active Listening
 - Reflection
 - Convergent and Divergent Questioning
 - Asking and Responding to Questions
 - Effective Questioning Techniques
5. Knowledge Training
6. Skills Training
7. Course Design Principles
8. Managing the Training Environment
 - Trainee Engagement
 - Balancing the Classroom
 - Trainer "Best Practices"
 - Common Trainer Mistakes

Instructor:

Michael (Mike) Bober holds a BS in Chemical Engineering from the New Jersey Institute of Technology. He served as a Process Engineer, Project Developer, Economist, and Manager at Exxon's Bayway Refinery for twelve years. He then joined Mobil Research and Development as an FCC Specialist. He managed technical training for Engineering, worldwide, until Exxon and Mobil merged in 2000. At this point, he managed worldwide technical training for ExxonMobil Research and Engineering and then retired from managing the Technical Portfolio for ExxonMobil's Global Manufacturing Training initiative – with a combined service of 37 years to the two companies.

Maureen Brody has over 10 years of experience in professional and technical writing, analysis, and

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project management. Her extensive research and writing experience spans a variety of fields, including market research, training program development, and the creation of knowledge transfer materials. As a former teacher, she brings superior skills in curriculum development, project management, program development, customer engagement, and communications, as well as a healthy dose of patience! Her creativity, as well as attention to detail, are major assets in the development of training materials, technical documents, and assessments. Maureen's experience includes pharmaceuticals and consumer packaged goods, oil & gas, education, and non-profits. Maureen holds a BA in English from Pennsylvania State University.