COURSE OVERVIEW HM0280
Certified Trainer: Train-The-Trainer

Course Title
Certified Trainer: Train-The-Trainer

Course Reference
HM0280

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Date/Venue

Session(s)	Date	Venue
1	March 03-07, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
2	September 01-05, 2024	Boardroom, Warwick Hotel Doha, Doha, Qatar
3	October 14-18, 2024	Fujairah Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
4	November 17-21, 2024	Al Aziziyah Meeting Room, The Proud Hotel, Al Khobar, KSA

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

Train-the-trainer is a highly interactive course designed to provide participants with all the skills necessary to facilitate an effective training session and to equip the participants with the latest trends & techniques on how to prepare, organize and deliver this with confidence and success. Whether you've been training for a while or never stepped onto a platform before, you will learn how to build your confidence as a trainer with useful approaches on how to manage your fears, engage your audience, maximize their participation, and deal with challenging situations & difficult people that you may encounter on your training sessions.

When a trainer improves his training skills that improvement filters down to all employees he/she is training. This train the trainer workshops can thus benefit an entire company while only directly affecting one or a few persons. This is the multiplication effect in action. The participants will take back what they have seen and use it in planning trainings for their own company.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Get certified as a *"Certified Trainer"*

- Discuss adult learning, implement experiential learning and communicate effectively

- Explain training need analysis

- Improve presentation skills and training styles and techniques

- Prepare training materials, illustrate training methods, tools and their use and identify the characteristics of successful trainers

- Deliver with confidence

- Determine what's new in training and explain training evaluation

Exclusive Smart Training Kit - H-STK®
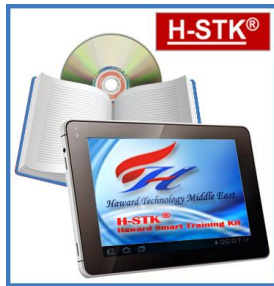
*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor's actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.*

Who Should Attend

This course is particularly suited to those who are fairly new to training, those who train on an occasional basis or the more experienced trainer who wishes to develop/refresh their skills and confidence as a trainer. It will be of particular interest to managers, supervisors, trainers, facilitators and coaches, and human resource (HR) professionals.

Pre-Requisites

A.   **Option-1: Degree Holders**

   (a) a degree from a recognized university in any subject;

   (b) Minimum 5-years proven experience in the subject matter certified by employers **or** holder of Minimum **30 CEUs** accredited by **IACET**.

B.   **Option-2: Diploma Holders**

   (a) a 2-year diploma from a recognized college in any subject;

   (b) Minimum 10-years proven experience in subject matter certified by employers **or** holder of Minimum **60 CEUs** accredited by **IACET**.

C.   **Option-3: Experienced Individuals**

   (a) Minimum of 15-years proven experience in subject matter certified by employers **or** minimum of 10-years proven experience in subject matter and **30 CEUs** accredited by **IACET**.

![Haward Technology Middle East logo] **Haward Technology Middle East**

Course Certificate(s)

(1) Internationally recognized Competency Certificates and Plastic Wallet Cards will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Successful candidate will be certified as a "*Certified Trainer*". Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-
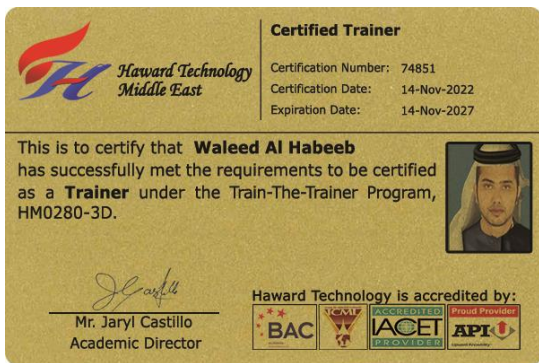
(2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

HT-CIP® Stamp

Each successful candidate will be given a unique instructor number and a self-inking stamp valid for 3 years. Instructor's name and Haward Technology Certified Instructor Number will appear in the stamp as per the following sample:-

In order to maintain this certification, Certified Instructors must fulfil the quality requirements by Haward Technology as stated in Haward Quality Document number QAD 872 (System for the Assessment & Certification for Instructors & Trainers).

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP is a **Senior Human Resource & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **People Management** Essentials, Strategic **Recruitment, Interviewing & Selection**, **Human Capital Asset** Management, **Human Resource** Development, **Human Resource** Management, **Career** Development & Succession Planning Strategies, **HR Management** System, **Human Relation Skills & EQ Intelligence, Project Management**, **Project Delivery & Governance Framework**, **Project Management Systems**, **Project Management Practices**, **Project Management Disciplines**, **Project Risk Management Contract Management** & **Tendering**, **Tender Development**, **Contract Standards** & **Laws**, **Bidder Selection** & **Tender Evaluation**, **Dispute Resolution**, and **Risk Identification**. Further, he is also well-versed in **Integrated Security Systems**, **Incident Threat Characterization & Analysis**, **Physical Security Systems**, **Security Crisis**, **Security Emergency Plan**, **Command & Control System**, **Presentation Skills**, **Problem Solving & Decision Making**, **Preventive Actions**, **Situation Analysis**, **Crisis Management**, **Decision Making**, **Strategic Human Resources Management**, **Change Management**, **Organizational Development, Career Management**, **Situation & Behaviour Analysis**, Interpersonal Motivation, Leadership Orientation, **Coaching Skills**, **Negotiation Skills**, **Strategic Planning**, **Time Management**, **Risk Analysis & Risk Management**, **Stress Management**, **Inventory Management** and **Financial Administration**. He was the **Psychologist** & **Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals** and **Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD** in **Commerce Major** in **Leadership** in **Performance & Change**, a **Master's** degree in **Human Resource Management**, a **Bachelor's** degree (with Honours) in **Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional** (**PMI-PMP**), a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**). Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator**, **Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30%   Lectures
20%   Practical Workshops & Work Presentations
30%   Hands-on Practical Exercises & Case Studies
20%   Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

Dubai	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Doha	**US$ 6,000** per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Abu Dhabi	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Al Khobar	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0930	***Introduction*** *What is Training? • Why Train? • Why Offer Training? • Purpose of Training is to Produce Change in Skills, Knowledge & Attitude • Training or Teaching? • Ground Rules for Learning • Rationale for Training • Types and Levels of Training*
0930 – 0945	*Break*

0945 -1030	**Adult Learning** *Characteristics of Adult Learning • Knowle's 6 Assumptions for Adult Learning • Pedagogy versus Andragogy • Pedagogy • Andragogy • Barriers to Learning • Remember – The Trainers Maxim*
1030 – 1200	**Adult Learning (cont'd)** *Pyramid of Adult Learners • How to Meet the Needs of All Types of Learners • The Six "C's" of Efficient Learning • Mind Map for Effective Memory • Mind Map for Adult Learning Skills • Activity*
1200 – 1215	*Break*
1215 – 1420	**Experiential Learning** *Experiential Learning Model • Skills Include • Experiential Learning Model Apply*
1420 – 1430	**Recap**
1430	*Lunch & End of Day One*

Day 2

0730 – 0930	**Effective Communication** *What is Effective Communication? • Levels of Communication • Elements of Communication • Forms of Nonverbal Communication • Body Language • Types of Body Language • First Impressions • Head to Toe Visual Checklist • Categorisation of Physical Appearance • What do you assume about these People? • Body Movement – Kinesics • Posture • Exercise: How do You Read These Body Languages? • Ways to Increase Communication Effectiveness*
0930 – 0945	*Break*
0945 – 1100	**Effective Communication** *Attitude • Facial Expression • Keep Smiling • Tips for Improving Communication • Staying Energized and Positive • Self – Concept • Self-Esteem and Self-Confidence • Training Groups and Teamwork • Benefits of a Team • A Successful Team • A Team that does NOT Work • Tips to Improve Team Learning Experience • Group Building Methods • Characteristics of a Healthy Group • Dealing with Difficult Participants • Role of the Trainer*
1100 – 1200	**Training Needs Analysis** *Process of Identifying Training Needs • Identifying Training Needs*
1200 – 1215	*Break*
1215 – 1420	**Training Needs Analysis (cont'd)** *Documentation of Training Needs*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Two*

Day 3

0730 – 0930	**Presentation Skills** *Why are Presentation Skills Important? • 4 Types of Presentations • General Guidelines • 6 P's of Preparation • Trainer Introductions • A Strong Opening • What's in it For Me? • Purpose of Icebreakers • Sections of a Presentation • Presentation Skills • Developing the Attitude of a Successful Public Speaker I*
0930 – 0945	*Break*

0945 – 1100	**Presentation Skills (cont'd)** Developing the Attitude of a Successful Public Speaker II • Conclusion • Closing your Presentation • Presentation Content & Context • Sample of Technical Training Course PowerPoint Presentation • Delivering Aids / Do's & Don'ts • Slide Do's and Don'ts • Handouts • Navigation in PowerPoint • Delivering a Training Session Successfully • Delivery Do's and Don'ts • Using Visual Aids
1100 – 1200	**Training Materials** Types of Training Materials • Training Material Needed • Develop Course Content • Selecting Training Materials
1200 – 1215	Break
1215 – 1420	**Training Materials (cont'd)** Characteristics "Good" Materials • Audio-visuals • Audio-visuals – Tips
1420 – 1430	**Recap**
1430	Lunch & End of Day Three

Day 4

0730 – 0930	**Characteristics of Successful Trainers** What is a Trainer? • Trainers • Characteristics of an Effective Trainer • Skills Required to be a Trainer • Personal Qualities to Look for in a Trainer
0930 – 0945	Break
0945 – 1100	**Characteristics of Successful Trainers (cont'd)** An Effective Trainer... • Traits of a Good Training Leader • Effective Trainer Behaviors • Trainer Tips
1100 – 1200	**Delivering with Confidence** Why Talk About Confidence? • Some Initial Questions • Some Assumptions • The Persuasive Presentation • Subjects of Persuasive Presentations • The Target Audience • Methods of Persuasion • The Mannered Trainer • The Message • Delivery • Trainer's Voice Characteristics • Volume • Rate • Vocal Variety
1200 – 1215	Break
1215 – 1420	**Delivering with Confidence (cont'd)** Pronunciation • Articulation • Learner Confidence and Self-Esteem • Participation & Involvement • Efficient use of Instructional Time • Factors of Training Motivation • Motivational Techniques • Feedback as Motivation • Maintain/Modify Behavior • Discussion • After the Course • Continued Development
1420 – 1430	**Recap**
1430	Lunch & End of Day Four

Day 5

0730 – 0930	**What's New in Training?** Shift from Training to Performance • Preparing for a Presentation • Training Anxieties • Anxieties to Constructive Activity • Handling Leader Anxiety • Handling Leader Burnout
0930 – 0945	Break
0945 – 1100	**What's New in Training? (cont'd)** Dealing with Nervousness • Ten Tips to Reduce Anxiety • Relaxation Exercises • Review of Preparing a Presentation • Asking Questions • Types of Participant Questions

1100 - 1200	**Training Evaluation** *What is Training Evaluation?* • *Purpose of Evaluation* • *Benefits of Evaluation* • *Criteria for Evaluation* • *Evaluation Tools: Examples* • *Presentation Methods* • *Hands-on Methods*
1200 – 1215	*Break*
1200 – 1300	**Training Evaluation (cont'd)** *On-the-Job Training* • *OJT Programs: Apprenticeship* • *Training Methods* • *Simulations* • *Case Studies* • *Role Plays* • *Choosing a Training Method*
1300 – 1315	**Course Conclusion**
1315 – 1415	**COMPETENCY EXAM**
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes the following real-life case studies:-

Course Coordinator

Kamel Ghanem, Tel: +971 2 30 91 714, Email: kamel@haward.org