

## Certified Train the Trainer (CTTT)

ATCEN's Certified Train-The-Trainer workshop is an intensive, comprehensive and hands-on two-part workshop that provides essential skills and techniques to develop a dynamic all-round trainer & facilitator.

Adult trainers of today face many challenges in keeping information fresh and reinforcing new learning. How do you benchmark your current strategic Training & Development processes? How do you prepare an audience to obtain buy-in early in a session? What kind of activities should you select for specific learning? How do you manage activities without it losing its effectiveness? What are the components required to create an effective and high energy training session?

Whether you are a new trainer or an experienced one that wants to boost your current skills, this Train-The-Trainer workshop will share with participants' key knowledge and develop skills from managing the Training & Development function to Training and Facilitation skills.

Upon completion of this workshop, participants will be transformed and rejuvenated with new knowledge and ideas to create electrifying and high retention training sessions.

### Certification

The CTTT program consists of 2 parts:

- Class Attendance (28 contact hours)
- A 2-Part examination comprising of:
  - Part 1 – Presentation & Facilitation Assessment (50%)
  - Part 2 – 75 minutes Examination - 30 Objective questions (30%) & 1 Subjective question (20%)

Certificate of completion jointly awarded by **Western Kentucky University (USA)** and **ATCEN (Malaysia)**.



An examination score of **70 percent or higher** must be achieved in order to obtain certification.

### Duration

4 Days

### Medium of Delivery

English language

### Fees

RM3,900 per participant

ATCEN is accredited as the first accredited training provider with the **Customer Relationship Management & Contact Center Association Malaysian (CCAM)**



**Program Outline**

Workshop Title	<b>Certified Train the Trainer (CTTT)</b>
Workshop Duration	4 Days
Workshop Description	<p>ATCEN's Certified Train-The-Trainer workshop is an intensive, comprehensive and hands-on two-part workshop that provides essential skills and techniques to develop a dynamic all-round trainer &amp; facilitator.</p> <p>Adult trainers of today face many challenges in keeping information fresh and reinforcing new learning. How do you benchmark your current strategic Training &amp; Development processes? How do you prepare an audience to obtain buy-in early in a session? What kind of activities should you select for specific learning? How do you manage activities without it losing its effectiveness? What are the components required to create an effective and high energy training session?</p> <p>Whether you are a new trainer or an experienced one that wants to boost your current skills, this Train-The-Trainer workshop will share with participants' key knowledge and develop skills from managing the Training &amp; Development function to Training and Facilitation skills.</p> <p>Upon completion of this workshop, participants will be transformed and rejuvenated with new knowledge and ideas to create electrifying and high retention training sessions.</p>
Who Should Attend?	<ul style="list-style-type: none"> <li>• Trainers</li> <li>• Facilitators</li> <li>• Human Resource Personnel</li> <li>• Academics</li> <li>• Training and Development Personnel</li> <li>• Human Capital Specialists</li> </ul>
Workshop Objectives	<ul style="list-style-type: none"> <li>• To appreciate the changing role of the training and development function in organizations;</li> <li>• To understand the training management cycle;</li> <li>• To understand the principles to Training Needs Analysis;</li> <li>• To appreciate the various essential factors that needs to be present in any successful training;</li> <li>• To understand how to evaluate the success of a training;</li> <li>• To appreciate the development tools available for disseminating knowledge throughout the organization;</li> <li>• To appreciate the role that technology plays in learning;</li> <li>• To use simple and practical approaches to improve learning and development in the organization;</li> </ul>

	<ul style="list-style-type: none"> <li>• To develop confident and dynamic training and facilitation skills;</li> <li>• To identify effective facilitation techniques to work efficiently with groups;</li> <li>• To practice facilitation skills to ensure a group's success;</li> <li>• To deal with difficult and disruptive participants effectively;</li> <li>• To generate discussion and verify understanding;</li> <li>• To be aware of the issues involved in working with an audience;</li> <li>• To select and use activities appropriately;</li> <li>• To use adult learning techniques effectively;</li> <li>• Start with a sizzle and conclude creatively.</li> </ul>
<p>Workshop Outline</p>	<p><b><u>Day 1:</u></b>  <b>Introduction</b></p> <ul style="list-style-type: none"> <li>• What is Training and Development?</li> <li>• The Essentials About Training and Development</li> <li>• The Role of The Trainer in Today's Organization</li> </ul> <p><b>Module 1: Organizational Training &amp; Development Management</b></p> <ul style="list-style-type: none"> <li>• Viewing the Training and Development Role Holistically</li> <li>• The Evolving Role of Training &amp; Development Management in an Organization</li> <li>• The Need to Create a Culture for Learning Within the Organization</li> </ul> <p><b>Module 2: The Training Management Cycle</b></p> <ul style="list-style-type: none"> <li>• Adults Learn Differently- Create Employee's Learning Responsibility</li> <li>• The 6 Key Steps in the Training Management Cycle</li> <li>• Planning and Implementing Effective Training Management</li> </ul> <p><b><u>Day 2:</u></b>  <b>Module 3: Training Needs Analysis to Training Evaluation</b></p> <ul style="list-style-type: none"> <li>• Deriving the Organizational Training Needs Analysis</li> <li>• Key Factors in the Implementation of Successful Trainings</li> <li>• Evaluating the Success of Training</li> </ul> <p><b>Module 4: Designing Training Workshops</b></p> <ul style="list-style-type: none"> <li>• Objectives and Goals Development</li> <li>• Training Modules and Models</li> <li>• Application of Training to the Job</li> </ul> <p><b><u>Day 3:</u></b>  <b>Module 5: What is Facilitation?</b></p> <ul style="list-style-type: none"> <li>• Inventory of Your Skills</li> <li>• Facilitation vs. Training vs. Lecturing</li> <li>• What Do Facilitators Do?</li> </ul> <p><b>Module 6: Developing a Foundation in Training and Facilitating</b></p> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Information Gathering Skills</li> <li>• Technological Skills</li> <li>• Political and Cultural Diversity Skills</li> <li>• Content Versus Process Skills</li> </ul>

	<p><b>Module 7: Facilitator Challenges</b></p> <ul style="list-style-type: none"> <li>• How to Establish a Productive Group Climate</li> <li>• Individual Motivation and Participation Tips</li> <li>• Dealing with Difficult Participants</li> <li>• How to Generate Discussions</li> <li>• Verifying Participant Understanding and Retention</li> <li>• Time Management in Discussions and Activities</li> </ul> <p><b>Day 4:</b></p> <p><b>Module 8: Adult Learning Techniques</b></p> <ul style="list-style-type: none"> <li>• Leveraging on Adult Learning Concepts to Promote Understanding and Retention</li> <li>• Strong Preferences of Adult Learners</li> <li>• How to Build Retention</li> <li>• Do's and Don'ts of Adult Learning</li> <li>• Make Training Sessions More Interactive and Exciting</li> </ul> <p><b>Module 9: Preparing to Train</b></p> <ul style="list-style-type: none"> <li>• Environment Setting – Good Session Starters to Begin Well</li> <li>• How Seating Arrangements Play an Important Role</li> <li>• The Crucial First 10 minutes</li> </ul> <p><b>Module 10: Using Rewards, Audiovisual Aids and Computers In Training</b></p> <ul style="list-style-type: none"> <li>• Creative Non-Monetary Rewards to Motivate the Audience</li> <li>• Various Types of Audiovisual Aids and its Impact</li> <li>• Leveraging on Technology to Improve Facilitation Delivery</li> </ul>
<p>Training Methodology</p>	<p>The training methodology will include short lectures, role-plays, games, activities, presentations, discussions, idea sharing with continuous evaluation and real time feedback from facilitator.</p>