

No More Pour'N'Snore!!!

Effective Training Techniques

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Objectives

At the end of this workshop, participants should be able to give 2-3 examples of the following:

1. Know **who** you're stuffing!
[Audience considerations]
2. Don't give them the **same old stuff**.
[Creative design]
3. Know **your** stuff! *[Preparation & delivery]*
4. Know when **they're stuffed!** *[Effective "closing"]*

From "The Presentation Survival Guide" by Endicott & Lee



Station

WII-FM

What's **I**n **I**t - **F**or **M**e?

Active vs. Reflective Learners

- **Active participants** - “jump in” and learn by doing
- Learn best by:
 1. Performing experiments/hands-on exercises
 2. Giving presentations
 3. Leading small group exercises
 4. Role play, scenarios, drills



Active vs. Reflective Learners

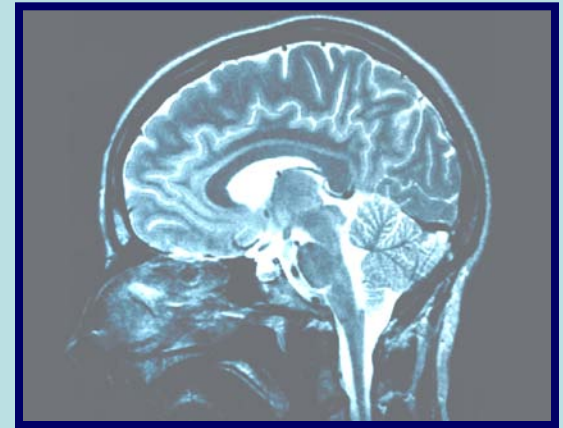
- **Reflective observers** - process and “take in” the information
- Learn best by:
 1. Reading information
 2. Watching audio-visual presentations
 3. Listening to lectures and discussions
 4. Observing demonstrations



Learning Styles

Left Brain

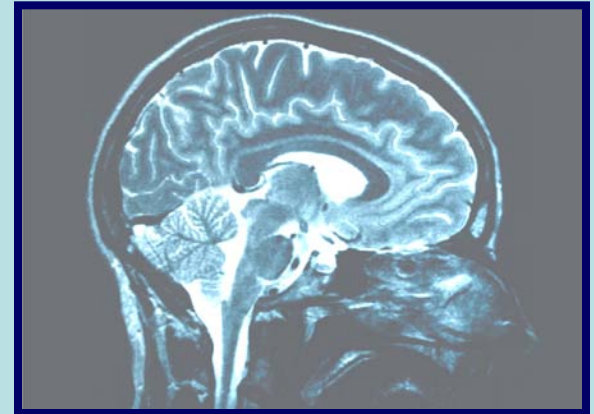
- **Details/Specifics – “The Trees”**
- **Order/Logic/Reasoning**
- **Linear Thinking**
- **Sequence**
- **Math/Science**
- **Analytical Problem-Solving**



Learning Styles

Right Brain

- **The Big Picture – ”The Forest”**
- **Art/Pictures/Music**
- **Spatial Relationships**
- **Depth Perception**
- **Emotion**
- **Non-linear Problem-Solving**



Generations in the Training Room

- **Veterans** (born 1922 – 1943)
- **Baby Boomers** (born 1943 – 1960)
- **Xers** (born 1960 – 1980)
- **Nexers / Gamers / Gen Y / Millenials** (born 1980 – 2000)

As defined in "Generations at Work" by Zemke, Raines, & Filipczak

The Veterans

(1922-1943)

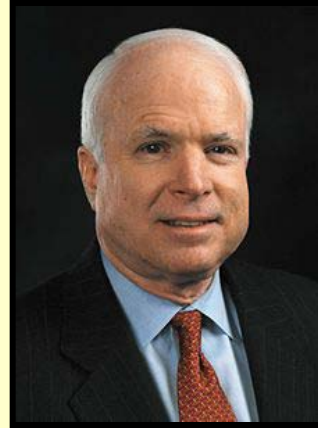
- **Aftermath of the Great Depression in 1930's
(= frugal)**
- **Biggest defining event – World War II**
- **Traditionalists - believe in values (patriotism,
loyalty, respect for authority)**
- **Solid, reliable, no nonsense, hard
working employees**



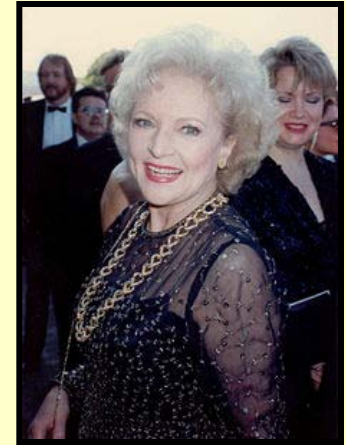
Veterans - Famous People



Warren Buffett



John McCain



Betty White



Margaret Thatcher



Neil Armstrong

Veterans – “The Sandwich Group”

- **Born after 1930 – too young to be involved with WWII (but fought in Korea)**
- **Caught between true Veterans and the Boomers**
- **Led many changes embraced by the Boomers**
- **Great communication skills and mediators**



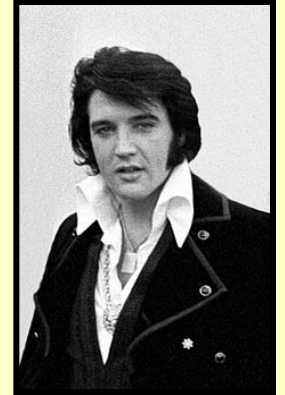
Famous People from “The Sandwich Group”



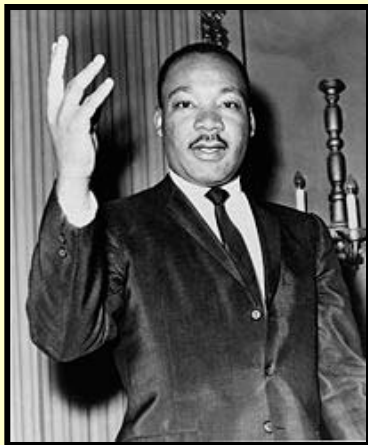
Gloria Steinem



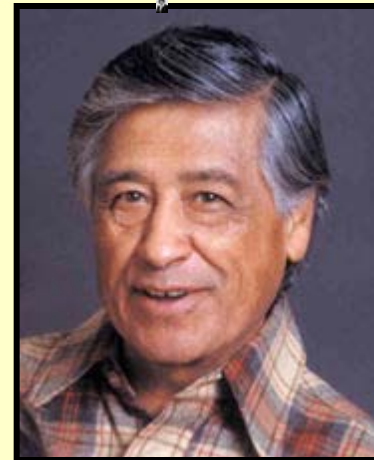
Barbara Jordan



Elvis Presley



Martin Luther King



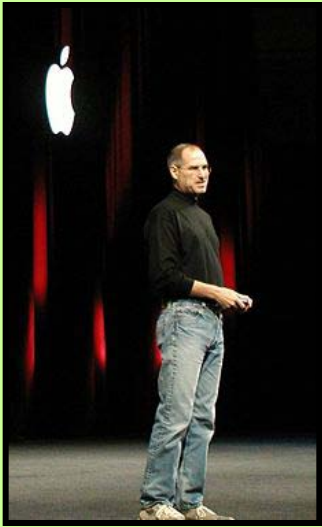
Cesar Chavez

Baby Boomers (1943-1960)

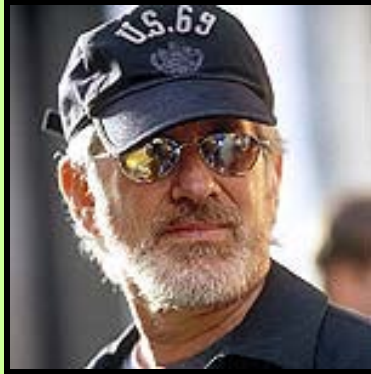
“You can be anything you want... even President ”

- **Raised after WWII - world of optimism, opportunity, progress**
- **First half – economic achievers (“Beemers”)**
- **Second half – laid back & cynical (“Accords”)**
- **Think themselves as “stars,” are “cool,” and will never grow old**
- **Sought “immediate gratification” (in all areas of life)**

Famous Baby Boomers



Steve Jobs



Stephen Spielberg



Tina Turner



Donald Trump



Martha Stewart



Bill Gates

Generation X – “The Xers” (1960-1980)

“Be careful out there...it’s a dangerous world”

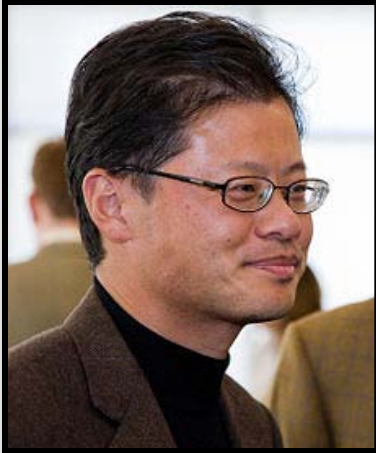
- **Raised in the shadow of the Boomers (“middle child syndrome”)**
- **First generation of “the pill”**
- **The first “latchkey” children generation**
- **Created their “family” from their friends**
- **Very demanding in the workplace**

Xers – Cont'd

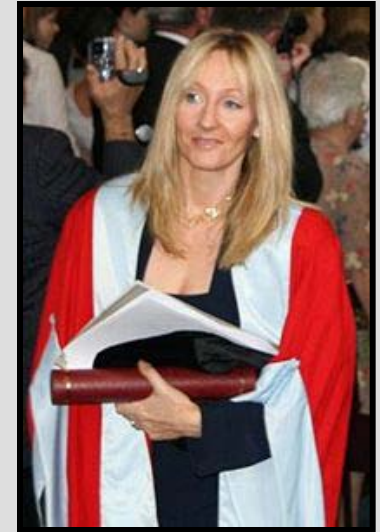
Witnessed many failures during the 70's:

- **Military** (*Vietnam*)
- **Political** (*Nixon's resignation & pardon*)
- **Diplomatic** (*Japan's rise over America's manufacturing*)
- **Economic** (*oil embargo, massive lay-offs*)
- **Family** (*50% divorce rate*)

Famous “Xer’s”



Jerry Yang & David Filo (*Yahoo!*)



J. K. Rowling



Angelina Jolie



Michael Dell



Barack Obama

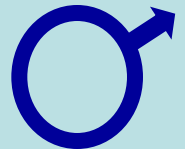
Nexers / Gamers / Gen Y / Millenials

(1980-2000)

- **Baby Boomer parents**
- **Born into the high tech age**
- **First time children were the “authorities”**
- **Similar attitudes to “Veterans” (moral, optimistic, hard working)**
- **Grew up with multi-cultures and gender blending**
- **Savvy, streetwise, and sophisticated**

Overview of Male Characteristics in the Workplace

- **Task-oriented**
- **Prefers direct requests and communication**
- **Prefers hierarchy and a leader**
- **Linear thought process**
- **Somewhat comfortable with risks**
- **Makes quick decisions**



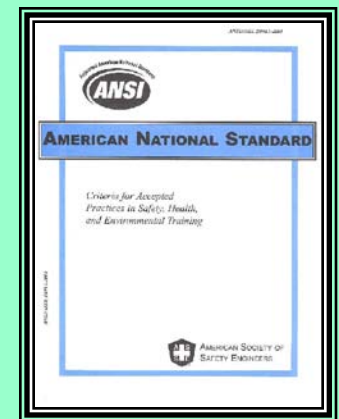
Overview of Female Characteristics in the Workplace

- **Relationship-oriented**
- **Prefers polite requests/communication**
- **Prefers to share leadership and responsibilities (teams)**
- **Circular thought process**
- **May be more cautious about risks**
- **Asks questions to build a consensus**



Z490.1 and Training Plans

- **ANSI/ASSE Z490.1-2001 – *Criteria for Accepted Practices in Safety, Health, and Environmental Training***
- **Enforced by OSHA (General Duty Clause)**
- **NESHTA/ASSE
Implementation Guide**
- **Written Training Plan**



Instructional Technology Basics

Main considerations when developing a training topic?

- **Training Needs Assessment**
- **Task Analysis**
- **Writing Objectives**
- **Delivery Strategies**
- **Environmental considerations**

Strong Openings

- **Make it personal** – you only have **8 seconds!**
- **Strive to emotionally impact your audience**
 - Do “the unexpected”
 - Relevant quote
 - Interactive exercise
 - Personal story



When using stories...

- **Make it relevant**
- **True, personal stories are best**
- **Keep it short**
- **Practice, practice, practice!**

Trainer Truth #1



**Create your
beginning and
closing slide first.**

Why???

What's the “bottom line”?

- **Identify 3-5 main ideas the audience should remember**
 - **Concise**
 - **Visually memorable**
- **Opening & closing**

Writing Objectives 101

- **Must reflect:**
 - **What participant will be able to do**
 - **Not how the trainer will teach the class**
- **Use language that contains:**
 - **Observable and measurable verbs**
 - **Any criteria identified**

PowerPoint Basics

- **6 X 6 Rule**
- **Backgrounds**
 - **Light with dark font – when?**
 - **Dark with light font – when?**
- **Animation insanity**
- **Different fonts & no all-caps**

The Power of Small Groups

Large scale shifts occur only after a long period of small steps, **organized around small groups** that are patient enough to learn, experiment, and learn again.

David Bornstein
How to Change the World



Training Delivery Strategies

- Lecture
- Guided Discussion
- Demonstration/Practice
- Role Play
- Learner Discovery

Trainer Truth #2



**Change your delivery
strategy every
15 – 20 minutes.**

Use Various Media

1. Handouts & projects
2. Games
3. Still Pictures / Photographs
4. Videotapes / DVDs / Internet / TV
5. Subject Matter Experts (SMEs) and Guest Speakers

What is Accelerated Learning?

- **Incorporates hands-on experiences**
- **Engages analytical (left) and emotional (right) parts of the brain**
- **Trainees are:**
 - **Involved in the learning**
 - **Engaged in what is happening**
 - **Feels empowered and resourceful**

Incorporate S.A.V.I.

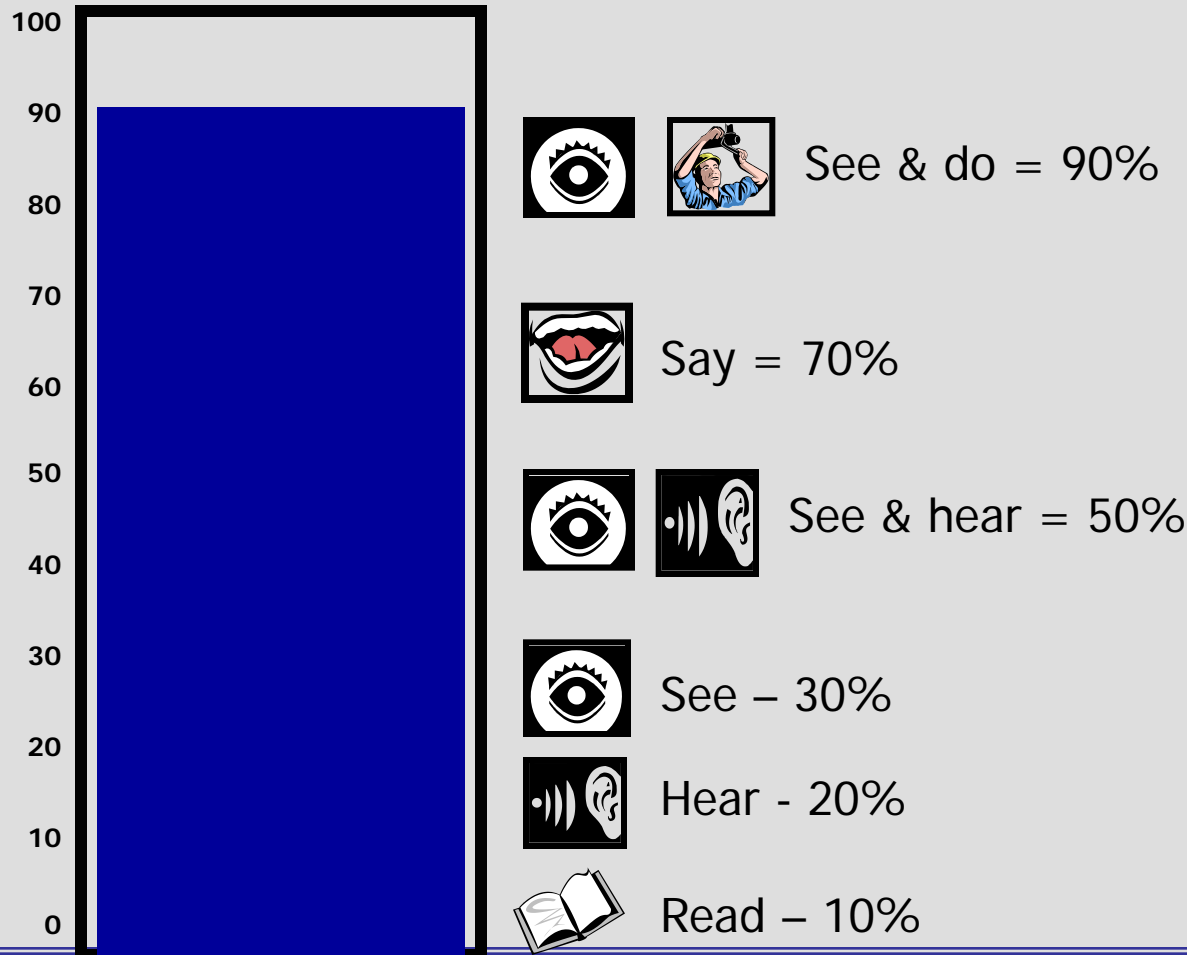
S = **Somatic** (*moving / doing*)

A = **Auditory** (*talking / learning*)

V = **Visual** (*observing / picturing*)

I = **Intellectual** (*problem solving / reflection*)

Retention Rates of Training



Accelerated Learning: The Four P's

- 1. Preparation**
- 2. Presentation**
- 3. Practice**
- 4. Performance**

Accelerated Learning – Cont'd

- **All aspects of the learning environment are utilized:**
 - **Fun and rewarding environment**
 - **Lighting, color, and elements of the room**
 - **Music and art appeal to right side of the brain (conscious & subconscious)**
- **Collaborative learning experiences**

Accelerated Learning Ideas

- **Incorporate unexpected fun into your delivery**
- **Ideas:**
 - **An interview by “the Press”**
 - **Talk show host discussion**
 - **Building a flow chart**
 - **Pictograms/graphics**
 - **Story telling**

Any other ideas???

Using Games

- How do you use games?
- What games have you used?
- What “rules” and “guidelines” should be considered?
- What cautions should be considered?

Increasing Retention

- Remember best - first thing heard
- Remember next best - last thing heard
- Small “chunks”
- Revisit 5-7 times
- Write things down
- Silly, unusual things

Active Listening Skills

- **Non-verbal**
 - Eye Contact
 - Body language
 - Appropriate silence
- **Verbal**
 - Restate the main point(s)
 - Clarify any misunderstanding
 - Ask “open-ended” questions

Trainer Truth #3



What to do when you have...

Imperfections or something goes wrong... **no excuses!**

Mistakes... **correct and go on!**

Loss of thought... **go to the next topic or activity!**