

Training of Trainers

Developing talent and transferring skills



Four-day professional development workshop
6 to 9 April 2020



ACCREDITED
BRITISH ACCREDITATION COUNCIL
ACCREDITED SHORT COURSE PROVIDER

PAi is accredited by the
British Accreditation Council
for Independent Further and Higher Education

About the workshop

There is now a demand on technical and professional human resources (HR) and learning development professionals to be able to design and deliver a wide range of learning solutions and the expectations from organisations have never been higher. This highly participative workshop will examine the key areas of how to design and deliver learning interventions, making sure that your sessions are engaging and that they meet objectives.

You will explore the Learning Cycle and gain an in-depth understanding of the design, delivery and monitoring of training programmes, coaching and mentoring, using a range of tools and techniques. There will also be a chance to get constructive facilitated feedback on your design and delivery in a safe environment to enhance your skills. The workshop will cover key areas such as facilitation, consultation and how to manage and set up focus groups, as the role of the learning professional expands in this demanding environment.

Who is it for?

The workshop will be relevant for:

- Technical or professional staff who have to design and deliver learning sessions in-house or externally
- HR/learning and development consultants responsible for ensuring that the organisations they are advising can offer a range of engaging learning solutions.

How participants will benefit

During the workshop, you will have the opportunity to:

- Explore different ways of learning
- Understand the Learning Cycle and how it can help you to develop appropriate training approaches
- Increase your confidence in designing and delivering learning solutions through facilitated constructive feedback
- Design learning solutions using a range of tools and techniques
- Practise techniques for effective delivery of a learning session or programme
- Enhance your skills and expertise in a wide range of learning techniques
- Update your knowledge and understanding of the effective use of coaching, mentoring, training facilitation and managing focus groups.

What the workshop will cover

- Different ways of learning
- The Learning Cycle
- Techniques on the design of an engaging learning session or programme
- How to deliver sessions and programmes with confidence
- Use of case studies, exercises, scenarios – how to design these and deliver and manage these
- Coaching and mentoring – techniques and tools to be able to coach or mentor with credibility
- Evaluation and how we need to ensure that we manage this process well.

Programme outline

	AM	PM
Day 1	Welcome and introductions Personal objectives Understanding your organisation and the importance of organisational culture Different ways of learning Introducing the Learning Cycle	Skills and requirements of a modern learning professional How to conduct a learning needs analysis Consulting with internal and external clients about learning solutions Exploring techniques and tools for designing engaging learning solutions
Day 2	Factors to take into account when designing learning sessions Translating design into training plans Designing for maximum impact: visual aids and exercises What are focus groups? How can we ensure that they are a success and achieve the objectives required	Tools and techniques to enhance learning How to design case studies, scenarios, role plays and practical exercises Using questionnaires and tests
Day 3	Preparing to deliver an engaging learning session Delivering engaging learning sessions Facilitated feedback for participants Re-visiting the Learning Cycle: evaluation – challenges and opportunities for feedback	Understanding the use of technology and topical articles to enhance the learning experience Facilitated feedback All about Action Learning Sets and how to run and manage them: peer group work
Day 4	Effective facilitation skills Coaching and mentoring: How they differ and when to use them Using the GROW Model for coaching	Participants' presentations of an engaging learning solution Evaluation of the workshop Presentation of certificates of attendance

We reserve the right to change the programme as necessary.

Workshop Director

The Workshop Director will be Ann Hall. Ann is a qualified and very experienced trainer who has been designing and delivering training programmes for over 20 years. Ann's creative approach to training is to ensure that participants are fully engaged and can actively participate in learning events. Ann has designed a wide range of HR and leadership training programmes and coaching sessions as well as negotiating and mediation skills programmes in both the UK and internationally. She has delivered training in approximately 17 countries, including Botswana, The Gambia, Libya, Uganda, Thailand, Bahrain and St Lucia as well in the UK and other European countries. Ann is a qualified workplace mediator through the UK Law Society and has undertaken numerous mediation cases in both the public sector and the private sector. Ann is also a Chartered Institute of Personnel and Development coach and is currently working with senior civil servants as an executive coach.

How to apply

Please complete the PAI application form online via our website: <https://public-admin.co.uk/booking-form/>

You can also complete our hard copy application form. Please contact us at pai@public-admin.co.uk to obtain a copy. Once completed return to Amanda Anderson, Programme Manager, at the same email address.

If you would like to discuss this workshop, any of our other international workshops or our consultancy services, please contact Claire Cameron, Director.

We also have extensive experience of designing tailor-made training (from one day to two or three weeks) which can be run in your own country or in the UK to meet the specific needs of groups or individuals at all levels within your organisation. Please contact us if you would like further information.

Language

The workshop is conducted in English. You will need to have a good working knowledge of the language.

Location and arrival arrangements

The workshop is based in central London. We can arrange travel to and from one of the London airports into central London if you let us have your flight arrival details in good time. The cost of airport transfers is included in the workshop fee.

Fees

The fee for the workshop will be £2,100. It includes tuition, travel to and from the airport in London, travel on scheduled visits which form part of the programme¹, presentation material and other documentation. It also includes an Android table for you to use during the workshop and take home with you for future reference and follow up. We also provide a light lunch and refreshments during each working day as part of the fee.

Other costs

Airfares and daily travel to and from the workshop venue are not included. Our workshops are non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation. We suggest that you should allow approximately £160 per day for a modest standard of hotel (for example, three-star), local travel in the UK, meals (apart from a light lunch on working days) and other incidental expenses.

Value Added Tax

We do not have to charge UK Value Added Tax (VAT) if you can provide written confirmation from your government or its accredited representative that you are "employed by the government in furtherance of its sovereign activities." In all other cases, we will have to charge VAT (currently 20%) in addition to the fee.

Ways to pay

You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We also accept payment by credit or debit card but there is a surcharge for this way of paying. Please contact us if you would like to pay by credit or debit card.

Discounts

We offer a 10% reduction on the full tuition fee if we receive payment no later than 28 days before the first day of the workshop. If we receive payment after that, we will charge the full tuition fee.

Cancellation

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation. For cancellations received up to 29 days before the start of the workshop we will refund the tuition fee, minus a charge of £200 to cover our administration costs. For cancellations received within 28 days of the start of the workshop, we will charge the full tuition fee. If you have paid the tuition fee and have subsequently been refused a visa to enter the UK, we will refund the tuition fee, minus a charge of £200 to cover our administration costs, providing you send us the original letter from the British High Commission/Embassy confirming refusal of a visa and providing you have not entered the UK.

Substitutions and transfers

If you have booked a place on a workshop and are not able to attend, we will accept an appropriate substitute at any time without penalty, but our normal terms and conditions apply. Also, it is possible to transfer to a future workshop, but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

Please see our website for our full terms and conditions. If you would prefer a hard copy of our full terms and conditions, please let us know.

<http://www.public-admin.co.uk/terms-and-conditions-for-booking/>

Insurance

We advise you to arrange travel and health insurance cover before you leave your home country.

¹Travel to and from the airport in London and travel on scheduled visits during the workshop are provided at cost.

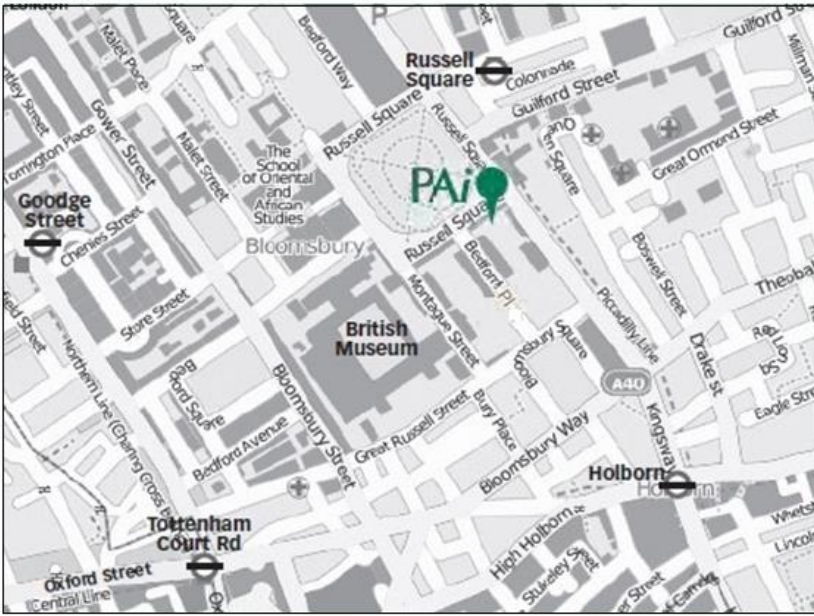
Who we are

PAI (Public Administration International) specialises in management consultancy, training and development services for organisations in, and associated with, the public sector worldwide. We provide advice and support for governments going through political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. Our key objectives are promoting good governance and good practice in delivering public services. This workshop is one of a number of specialist UK-based professional development workshops designed to meet the needs of public services worldwide.

We pride ourselves on our:

- High quality, practical advice and support for our clients
- Professionalism and integrity
- Ability to offer excellent value for money
- Sound experience and track record internationally
- Networks and partnerships across the world
- Flexible, collaborative approach
- Friendliness and focus on putting people first.

Where we are



Public Administration International

56 Russell Square London WC1B 4HP UK

T: + 44 (0) 20 7580 3590 F: + 44 (0) 20 7580 4746 E: pai@public-admin.co.uk