



TRAIN THE TRAINER

Course Duration: 1 Day

1. IT Training Issues

- Making IT Interesting
- Individuals' Expectations and Fears
- Technical Problems
- Mixed Groups
- "KISS" in Explanations, Examples and Practicals
- Issues; Manifestations; Implications; Remedial Actions

2. Generating Rapport and Maintaining Interest

- Issues; Manifestations; Implications; Remedial Actions
- Balancing Telling and Doing
- Issues; Manifestations; Implications; Remedial Actions

3. Dealing with Expectations

- Issues; Manifestations; Implications; Remedial Actions
- Overcoming Technofear
- Issues; Manifestations; Implications; Remedial Actions

4. Using Equipment to Legitimate a Lack of Understanding

- Issues; Manifestations; Implications; Remedial Actions

5. Dealing with Luddite Attitudes

- Issues; Manifestations; Implications; Remedial Actions

6. Running Practical Sessions

- Issues; Manifestations; Implications; Remedial Actions

7. Dealing with Keyboard Fiddlers

- Issues; Manifestations; Implications; Remedial Actions
- Minimising the Effects of Systems Failure
- Issues; Manifestations; Implications; Remedial Actions

8. Disparate Range of Skills and Experiences

- Issues; Manifestations; Implications; Remedial Actions
- Handling the Mixed Status Environment
- Issues; Manifestations; Implications; Remedial Actions