

Course overview:

Train the IT Trainer

(C764eng)



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Overview and objectives

Business strategies and IT systems which underpin them are severely limited if users are unable to fulfill their promise by utilizing effectively the computer systems. It is at this point that professional IT training comes into its own. Traditional training techniques form a good basic knowledge for the IT trainer but do not cover the unique environment in which this type of training takes place. The aim of this focused 1-day course is to prepare the IT trainer for these special circumstances.

Who should attend?

Existing trainers who are new to delivering IT training or recent IT trainers wishing to improve the effectiveness of their course delivery. This course is designed for a maximum of 6 delegates.

Course prerequisites

Familiarity with standard training techniques gained from a training environment or by attendance on a "Train the Trainer" course.

Making IT Interesting

Individuals' Expectations and Fears

Technical Problems

Mixed Groups

"KISS" in Explanations, Examples and Practicals

Generating Rapport and Maintaining Interest

Balancing Telling and Doing

Dealing with Expectations

Overcoming Technofear

Using Equipment to Legitimate a Lack of Understanding

Dealing with Luddite Attitudes

Running Practical Sessions

Dealing with Keyboard Fiddlers

Minimising the Effects of Systems Failure

Disparate Range of Skills and Experiences

Handling the Mixed Status Environment