

# Coach's Academy I (Instructional Skills Certification)

"Happiness is autonomy, mastery and purpose. Everyone wants to control their own destiny, become better at what they do, and to serve their goals greater than themselves."  
- Jeff Sutherland



## Training recipients

The aim of the Trainer's Academy is to acquire by the students the knowledge and skills necessary for the work of a business trainer, allowing for independent research of needs, design, conducting and evaluation of trainings dedicated to business groups.

The training is also intended for trainers applying for the Microsoft Certified Trainer certificate. The result of the training is receiving a certificate confirming its completion (Instructional Skills Certification), necessary to participate in the MCT program.



## Benefits

After completing the course participants:

- Can choose the right methods for conducting classes to their goals and the needs of the participants.
- Are able to convey knowledge in a clear and lucid way.
- Can design training activities.
- Can use knowledge in the field of adult learning psychology in order to increase the efficiency and attractiveness of their activities.
- Can react to difficult situations in the training room.



## Training program

1. How do adults learn?
  - The specificity of teaching adults
  - Motivation of adults to learn: from the converser through the accommodator, the diverter to the assimilator
  - Factors that increase the effectiveness of teaching adults
  - The most common mistakes in teaching adults
2. Analysis of training needs
  - Cooperation with the HR department and line managers
  - The use of employee grades, satisfaction surveys, AC / DC results, individual interviews in the analysis of training needs
  - Selection of appropriate training tools
  - Evaluation of training activities
3. Preparation of the training
  - Formulating training goals using the SMART methodology
  - Creating a training offer
  - Creating a coaching manual
  - Selection of appropriate training materials
4. Communication at the trainer's work
  - The principles of correct communication
  - Communication noise during training
  - The role of the training contract
  - Formulating precise messages
  - Preventing misunderstandings
  - Asking questions to encourage participants to share their insights
  - Clear formulating and passing training instructions.
5. Presentation skills at the work of the trainer
  - The rules of correct presentation
  - Passing complex issues in a simple way
  - Presentations and their types
  - Participation methods
  - Errors in presentations – what the trainer should beware of
6. Communication at the trainer's work
  - Rules for providing feedback
  - Feedback and criticism
  - Feedback at the trainer's work, when and how to use it
7. Dealing with difficult situations
  - Kinds of difficult situations at the trainer's job
  - Methods of coping with existing problems

- The most common mistakes made by trainers
  - Ethics at the trainer's work
8. Summary of the workshop
- Developing plans for implementing new knowledge and methods at the workplace.
  - Developing individual "vaccines" and "rituals" to support change



### Expected preparation of the participant

The training does not require any prior preparation.



### Czas trwania

3 dni / 18 godzin

## Language

- Training: English
- Materials: English