Facilitator Guide

Train the Trainer

Facilitator/Trainer Name

Virtual Instructor-Led Training (VILT)

Date

About This Training:

The purpose of this VILT (Virtual Instructor-Led Training) is to train the trainer. Organizations often task internal subject matter experts (SMEs) to facilitate training who do not have previous experience as a trainer and/or facilitator skills. XYZ Agency provides train the trainer training and instructional design services to clients and organizations in various industries.

End-of-training surveys from past VILT events from clients revealed that up to 70% of participants found that the training was irrelevant to their jobs and only 25% of participants indicated that the training was engaging and interactive.

This course is designed to improve confidence in the trainers' facilitation skills and increase engagement and interaction of participants through relevant learning activities, leading to desired behavior changes on the job for participants and successful training outcomes for the organization. KPIs include reducing irrelevancy of training to less than 10% and increasing engagement scores to at least 80% on end-of-training surveys.

The target audience is subject matter experts in various industries (health care, government/nonprofit, tech, sales/marketing, customer service, finance, etc.) who have little to no experience in delivering live training virtually or in person, who are tasked with facilitating training courses. Course content can be further customized and localized based on organizational needs or industry needs.

This is a single session course with a length of approximately 60 minutes, delivered via Zoom or other virtual meeting software, which allows participants with varied schedules in dispersed locations and time zones to participate and to experience the virtual "train the trainer" concepts live.

The course materials include the PowerPoint slide deck and Job Aid Quick Reference Guide for participants, in addition to this Facilitator Guide.

Learning Objectives:

- Compare and contrast best practices for engaging participants with subpar training techniques during training events.
- Identify appropriate interactive and engaging learning activities for live-virtual (VILT) and in-person (ILT) training events.

Producer Pre-work	- Set up Zoom meeting link and test audio/video/link functionality - Set up 4-6 breakout rooms for Breakout Rooms Discussion Activity to allow 3-5 participants per breakout room - Record Zoom meeting when training begins - Allow facilitator control to advance slides/animations
	- Set up Slido.com Icebreaker Word Cloud Poll, reset if necessary, and test functionality of link/QR code - Set up Slido.com End-of-Training Poll Question, reset if necessary, and test functionality of link/QR code
	- Set up Kahoot.com Brainstorm Questions Activity, reset if necessary, and test functionality of link/QR code - Include the following Brainstorm Questions, edit/customize as needed for audience: Questions (5) Show answers 1 - Brainstorm What would be some engaging learning activities for onboarding training? 120 sec 2 - Brainstorm For safety and compliance training, what types of activities increase engagement? 120 sec 3 - Brainstorm How can training in health care/medical industries be more interactive? 120 sec 4 - Brainstorm What types of learning activities work best for technical training? 120 sec 5 - Brainstorm How can training activities foster collaboration among participants? 120 sec
	Monitor waiting room, chat, and post activity links in chat
	Download & open PowerPoint file and test functionality

	• Update PowerPoint slide #4, if needed, with Slido Word Cloud Poll URL link/code/QR code • Update PowerPoint slide #14, if needed, with Slido End-of-Training Poll URL link/code/QR code • Update PowerPoint slide #11, if needed, with Kahoot Brainstorm URL link/code/QR code

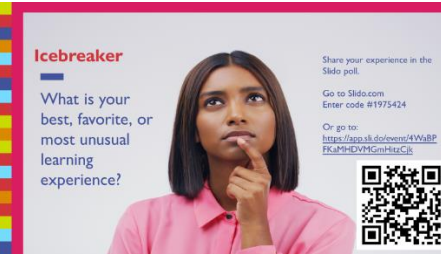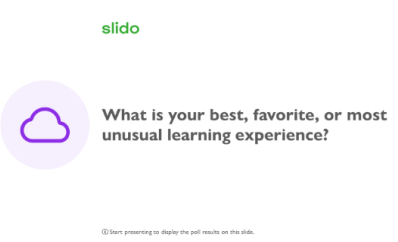|	
Facilitator Pre-Work	• Thoroughly review the Facilitator Guide, Facilitator Notes, and PowerPoint Slides • Familiarize yourself with the talking points under **SAY and DO, especially when to use the talking points to fill in the discussion as needed**
	• Download & open the PowerPoint file to change name/date
	• Join Zoom call 15 minutes prior to start of training
	• Rehearse timing and practice sharing screen with producer
	• Collaborate with producer to determine breakout room groups/sizes

Facilitator Guide: Train the Trainer VILT

Train the Trainer Course Overview		
Slides	**Approximate Timing**	**Topic**
1	2 minutes	Title Slide: Train the Trainer Virtual Instructor-Led Training (VILT)
2	2 minutes	Agenda
3	1 minute	Ground Rules
4	4 minutes	Icebreaker Activity: Slido Word Cloud Poll Question
5	1 minute	Icebreaker Activity: Slido Word Cloud Poll Results
6	1 minute	Learning Objectives
7	12 minutes	Best Practices for Engaging Participants
8	10 minutes	Activity: Breakout Rooms Discussion
9	5 minutes	5-Minute Break
10	5 minutes	Engaging Learning Activities
11	10 minutes	Activity: Kahoot Brainstorm Questions
12	2 minutes	Activity: Reflections on Brainstorm Activity
13	1 minute	Wrap-Up
14	2 minutes	Activity: End-of-Training Slido Poll Question
15	1 minute	Activity: Slido Poll Results
16	1 minute	Thank You!
Total:	60 minutes	

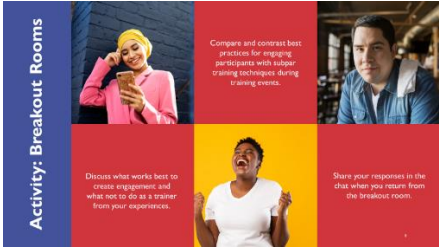| (Slide#) Duration	Slide	Facilitator Notes	Producer Notes
(1) 2 minutes	**Train the Trainer** Facilitator/Trainer Name Virtual Instructor-Led Training (VILT) Date	**SAY:** • Welcome to Train the Trainer! • Today, we'll explore best practices for engaging participants from various industries and learn how to handle sensitive topics gracefully. • We will also brainstorm engaging and interactive learning activities to create a dynamic and relevant training environment.	**SAY:** • Greet participants. **DO:** • Monitor waiting room and admit participants. • Share screen-full screen.
(2) 2 minutes	**Agenda** Welcome & Introductions Ground Rules Activity: Icebreaker Learning Objectives Best Practices for Engaging Participants Activity: Breakout Rooms Break Engaging Learning Activities Activity: Brainstorm Summary Activity: End-of-Training Poll	**DO:** • Introduce yourself and the producer. • Summarize the agenda on slide and point out that we will be using Slido and Kahoot for activities. • Mention time of training is about 60 minutes.	
(3) 1 minute	**Ground Rules** 1 Value Our Time 2 Mute Yourself When Not Speaking 3 Show Respect to Others & Openness to Ideas 4 Use Chat for Technical Issues	**DO:** • Discuss ground rules on slide. • Mention that you value and respect their time. • Acknowledge producer who is monitoring chat for technical issues or questions. • Ask for any questions before moving on to next slide.	

(4) 4 minutes	*Note: This is a sample Slido poll URL/code/QR code. Make sure to update slide with correct URL/codes.	**SAY:** - Take a moment to reflect on what is your best, favorite, or most unusual learning experience? - This could be from childhood, career, or any other aspect of life. - What has kept you engaged and actively participating in past training sessions? Was it interactive discussions, practical exercises, or gamification? - Share your experiences by accessing the Slido poll through the URL code or the QR code on the slide with your phone, or also in the chat. **DO:** - Allow participants 3 minutes to answer Slido question poll.	**DO:** - Make sure Slido Word Cloud poll is active. - Copy and paste poll link and code in chat. - Monitor chat and assist participants with technical difficulty.
(5) 1 minute		**SAY:** - What makes learning stick? **DO:** - Mention how reflecting on our positive learning experiences helps shape our training lens. - Point out common interests and experiences among participants displayed in the word cloud.	**DO:** - Ensure that Slido word cloud poll is displaying correctly on slide. - Do not reset poll at this time. - Monitor chat and assist participants with technical difficulty.

(6)
1 minute
		SAY:
		
		• Why are you here today? What's in it for you?
		• After this course, you will be able to:
		    o Compare and contrast best practices for engaging participants with subpar training techniques during training events.
		    o Identify appropriate interactive and engaging learning activities for live-virtual (VILT) and in-person (ILT) training events.
			DO:
			
			• Click enter to advance each animation in sync with facilitator.

(7)
12 minutes
		SAY:
		
		• Let's begin with some best practices for engaging participants:
		• **Know Your Audience:**
		    o Tailor the training approach to the participants' level of expertise, industry, and background.
		    o Adapt your language, examples, and content to resonate with them.
		• **Be Flexible:**
		    o Be adaptable to the needs of the participants and adjust the training in real-time based on their feedback and engagement levels.
		• **Engage Reluctant Participants & Handle Sensitive Topics:**
		    o Establish a safe and inclusive environment where everyone feels heard and valued.
		    o Address biases through open discussions, fostering mutual respect.
		    o Create a confidential space to share personal experiences, promoting empathy among participants.
		    o Prioritize individual comfort and make it clear that no one is required to share beyond their comfort level.
		    o When using Zoom (or other virtual meeting software, you can:
			DO:
			
			• Click enter to advance each animation in sync with facilitator.

		▪ Direct your participants to hit enter at the same time in the Chat after a question to avoid piggybacking or influencing answers.
		▪ Allow participants to remain anonymous by editing their username/renaming as answer in Chat to sensitive questions.
		▪ Tell participants to turn camera on/off depending on binary Q&As to engage without talking over each other.
		
		• **Build a Supportive Community:**
		  o Foster a supportive community of trainers where they can share experiences, exchange ideas, and learn from each other.
		• **Practice Your Delivery Skills:**
		  o Including voice modulation, body language, and pacing. Being an effective communicator is crucial in holding participants' attention.
		• **Emphasize Practical Application:**
		  o Connect theoretical concepts to real-world applications. Provide practical examples and scenarios that other participants can relate to.
		
		DO:
		• Ask for any questions or comments before moving on to breakout room activity.	

(8) 10 minutes	Activity: Breakout Rooms	**SAY:** • Now you have an opportunity to discuss these best practices even further in breakout rooms. • From your experiences, discuss what works best to create engagement and also share what not to do! • You have about 5 minutes to compare and contract best practices for engaging participants with subpar training techniques.	**DO:** • Move 3-5 participants into each breakout room, depending on total number of participants

| | | Then you will share your responses in the chat when you return from the breakout room. **DO:** Enter breakout rooms for 1 minute each to monitor and give feedback on discussion. **SAY:** Welcome back from your breakout rooms! Please share some of your best practices from your breakout room discussions in the chat. What makes you tune out? What are pain points in your experience? What are some things NOT to do? **DO:** **Use the following talking points to fill in the discussion as needed.** (only mention items below that haven't already been discussed in the chat): **Lengthy Monologues**: Extended periods of one-way communication without opportunities for interaction can lead to participants losing focus and interest. **Irrelevant Content**: When the training content isn't directly applicable to participants' roles or needs, they may disengage due to a lack of relevance. **Lack of Interaction**: A lack of interactive activities, discussions, or hands-on exercises can make the session feel passive and unengaging. **Information Overload**: Presenting too much information in a short span can overwhelm participants and hinder retention. **Poorly Designed Slides**: Cluttered or text-heavy slides can be visually unappealing and difficult to follow, causing participants to lose interest. | Monitor chat for technical difficulties Move participants back to main meeting room after 5 minutes |

- o **Monotonous Delivery**: A monotone or disinterested delivery style can dampen enthusiasm and engagement among participants.
- o **Distractions**: External distractions, such as background noise, technical issues, or personal devices, can divert participants' attention from the training.
- o **Lack of Breaks**: Lengthy sessions without breaks can lead to mental fatigue and reduced engagement over time.
- o **Repetition**: Repeating the same information without providing new insights can lead participants to disengage, thinking they've already absorbed the content.
- o **Uninspiring Activities**: Engaging activities that lack creativity or real-world relevance can fail to capture participants' interest.
- o **Ignoring Questions**: Not addressing participants' questions or concerns promptly can make them feel unheard and disengaged.
- o **Unclear Objectives**: If participants don't understand the purpose or goals of the training, they might struggle to stay engaged.
- o **Negative Environment**: A negative or unsupportive training environment can discourage participation and open discussions.
- o **Lack of Variety**: Using the same teaching method or format throughout the session can become monotonous and result in decreased engagement.
- o **Lack of Energy**: A trainer's low energy or enthusiasm can impact participants' motivation to stay engaged.

SAY:

- Any other comments or questions before we take a quick break?

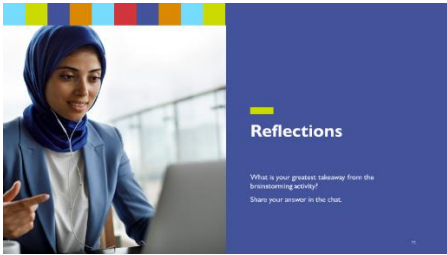| (9) 5 minutes		**SAY:** • We're going to take a short break for about 5 minutes. **DO:** • Check in with producer for any issues.	**DO:** • Click enter to begin video loop. • Advance slide after 5 minutes or when music ends. • Check in with facilitator for any issues.
(10) 5 minutes		**SAY:** • Welcome back from break! • Now let's dive into some engaging learning activities that you can incorporate into your training sessions. **DO:** • Read each engaging learning activity as it appears on screen. **SAY:** • What are some other engaging learning activities to include in your training sessions? Feel free to share in the chat. **DO:** • Allow about 1 minute for participants to share in chat. • Respond to questions/comments.	**DO:** • Click enter to advance each animation in sync with facilitator. • Monitor chat.
(11) 10 minutes		**SAY:** • Now, let's do a brainstorming activity using Kahoot. • Go to Kahoot using the link and code or the QR code with your phone. • There are 5 brainstorming questions. • You have 2 minutes to answer each question. • You can submit up to 3 answers per question.	**DO:** • Make sure Kahoot Brainstorm is active. • Post the Kahoot link and code in the chat.

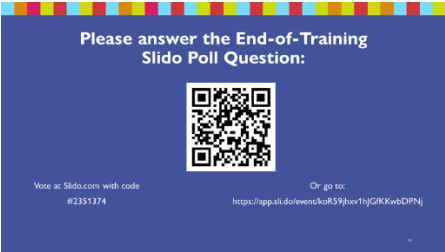|			

	*Note: This is a sample Kahoot URL code/QR code. Make sure to update with the correct URL/code/QR	• There are no wrong or right answers because we are brainstorming.
		
		DO:
		
		• **Use the following talking points to fill in the discussion as needed.** Offer feedback for various industry/organizational training after the activity, if the following ideas are not brought up during the brainstorm activity:
		   o **Police training**: use case studies relevant to specific jurisdictions, encouraging active participation. Use-of-Force Simulations: Implement virtual use-of-force simulations to train officers on appropriate response tactics while minimizing harm. Cultural Competence Training: Conduct workshops on cultural sensitivity and communication to improve community relations.
		   o **Healthcare/Medical:** interactive simulations allow participants to apply knowledge in realistic scenarios. Conduct role-playing exercises where participants act out various medical scenarios, enhancing communication and critical thinking skills. Patient Case Studies: Analyze real patient cases, encouraging participants to collaborate and propose comprehensive treatment plans.
		   o **Tech**: breakout rooms for problem-solving exercises foster collaboration. Hackathons: Organize virtual hackathons where participants collaborate to solve real technical challenges or create innovative solutions. Coding Challenges: Host coding challenges and competitions to improve coding skills and problem-solving abilities.
		   o **Finance**: use case studies to explore ethical dilemmas, encouraging candid conversations. Stock Market Games: Create stock market simulation games to help participants understand investment strategies and
			• Monitor chat and provide technical assistance to participants, if needed.
			• Stop screensharing PowerPoint slide.
			• Start screensharing Kahoot screen.
			• Start the Kahoot and choose Classic Mode.
			• Start Brainstorm after participants enter Kahoot.
			• Skip Voting when time ends for each question.
			• Allow participants to view results for each question.

market dynamics. Financial Planning Workshops: Provide interactive financial planning workshops, allowing participants to create personalized financial plans.

- o **Non-profit sector**: sharing success stories from beneficiaries helps build emotional connections with the content. Storytelling Workshops: Encourage participants to share impactful stories about their organization's beneficiaries, creating emotional connections and inspiring others. Fundraising Games: Organize virtual fundraising games, where participants compete to raise funds for their chosen causes.
- o **Government**: employ role-playing exercises to address communication challenges in a fun and educational way. Policy Debates: Facilitate debates on current policies, encouraging participants to present their perspectives and understand different viewpoints. Crisis Management Drills: Simulate crisis situations to assess participants' ability to make quick decisions and handle emergencies.
- o **Sales:** use a fun ice breaker where participants share their most unusual sales experience. Elevator Pitch Practice: Give participants a few seconds to craft and present their product/service elevator pitch, promoting quick thinking and clear communication. Branding Role-Play: Conduct role-playing sessions where participants act as sales representatives, highlighting the importance of effective branding.
- o **Onboarding:** conduct a virtual scavenger hunt, encouraging teamwork and excitement right from the start.

		o **Safety training**: ask participants to share their "near-miss" experiences, which emphasizes the importance of safety and active participation. o **Customer Service:** Customer Complaint Resolution: Simulate customer complaints and challenging situations, training participants in handling customer issues with empathy and professionalism. Empathy Training: Use real customer feedback to emphasize the significance of empathy and its impact on customer satisfaction. o **Call Center:** Call Scenarios Role-Play: Have participants engage in role-playing as call center agents and customers, focusing on effective communication and problem-solving. Call Quality Improvement Workshops: Analyze recorded calls to identify areas for improvement and provide targeted training sessions.	
(12) 2 minutes		**SAY:** • What did you think of the brainstorm activity? • What is your greatest takeaway? • Share your answer in the chat. **DO:** • Respond to any questions.	**DO:** • Stop screensharing Kahoot. • Start screensharing PowerPoint again. • Monitor chat.
(13) 1 minute		**SAY:** • As we wrap up this train the trainer session, consider the best practices for engaging your participants in your training sessions. • Focus on audience engagement.	**DO:** • Click enter to advance each animation in sync with facilitator.

		• During the activities, you compared and contrasted some best practices for engaging participants with subpar training techniques during training events. • You also identified appropriate interactive and engaging learning activities for live-virtual (VILT) and in-person (ILT) training events, which is the key to making your training relevant, enjoyable, and applicable to your participants.	
(14) 2 minutes	**Please answer the End-of-Training Slido Poll Question:** Vote at Slido.com with code #2351374 Or go to: https://app.sli.do/event/koR59jhxv1hJGfKKwbDPNj Note: This is a sample Slido URL code/QR code. Make sure to update slide with correct URL code/QR code.	**SAY:** • Please answer the end-of-training Slido Poll question. • Vote at Slido.com using the code or scan the QR code on the slide with your phone.	**DO:** • Make sure Slido Poll question is active. • Post the Slido poll link and code in the chat. • Monitor chat and provide technical assistance to participants as needed. • Advance to next slide to view results after 2 minutes or most participants have voted.

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(15) 1 minute	slido ≡ How confident do you feel in your facilitation skills and engaging your training participants after this training? ⓘ Start presenting to display the poll results on this slide.	**SAY:** • I hope that you feel more confident in your facilitation skills to engage your participants after today's training and that you found this session both insightful and practical.	**DO:** • Ensure that Slido word cloud poll is displaying correctly on slide. • Do not reset poll at this time. • Screenshot the poll results for facilitator's reference.
(16) 1 minute	Thank You!	**SAY:** • Thank you! Any other Questions or Comments? • The link to the slide deck is in the chat for your reference. • There's also a Job Aid Quick Reference Guide in the chat for you to download. **DO:** • Respond to any questions.	**DO:** • Post the PowerPoint slide deck and Job Aid pdf in the chat. • Stop recording after all questions are answered.