

Train the Trainer VILT Design Document

<p><i>Business Purpose</i></p>	<p>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.</p> <p>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.</p> <p>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.</p>
<p><i>Target Audience</i></p>	<p>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.</p> <p>Course content can be further customized and localized based on organizational needs or industry needs.</p>
<p><i>Training Time</i></p>	<p>60 minutes</p>
<p><i>Training Recommendation</i></p>	<p>1 VILT course, delivered via Zoom or other virtual meeting software, allows participants with varied schedules in dispersed locations and time zones to participate and to experience the virtual "train the trainer" concepts live.</p>
<p><i>Deliverables</i></p>	<p>1 PowerPoint slide deck 1 Facilitator's Guide 1 Job Aid (quick reference participant's guide)</p>
<p><i>Learning Objectives</i></p>	<p>After this training, participants will be able to:</p> <ul style="list-style-type: none"> • Compare and contrast best practices for engaging participants with subpar training techniques during training events. • Choose appropriate interactive and engaging learning activities for live virtual and in person training events.
<p><i>Training Outline</i></p>	<p>Welcome: Train the Trainer VILT</p> <ul style="list-style-type: none"> • Introductions • Ground rules • Ice-breaker activity: Slido word cloud poll or share in chat/audio.

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Share answers to one of the following questions:

- What is your best or most unusual learning experience?
- What makes you tune out?
- What makes learning stick?
- 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.
- Topic 1: Best practices for engaging participants
 - Know your audience:
 - Tailor the training approach to the participants' level of expertise, industry, and background.
 - Adapt your language, examples, and content to resonate with them
 - Engaging reluctant participants & handling sensitive topics
 - Establish a safe and inclusive environment where everyone feels heard and valued
 - Address biases through open discussions, fostering mutual respect
 - Create a confidential space to share personal experiences, promoting empathy among participants
 - Prioritize individual comfort and make it clear that no one is required to share beyond their comfort level
 - Tell participants to hit enter at the same time in Chat after a question to avoid piggybacking or influencing answers
 - Allow participants to remain anonymous by editing username/renaming as answer in Chat to sensitive questions
 - Tell participants to turn camera on/off depending on binary Q&A to engage without talking over each other
 - Practice Delivery Skills: Encourage trainers to practice their delivery skills, including voice modulation, body language, and pacing. Being an effective communicator is crucial in holding participants' attention.
 - Build a Supportive Community: Foster a supportive community of trainers where they can share experiences, exchange ideas, and learn from each other.
 - Flexibility: Be adaptable to the needs of the participants and adjust the training in real-time based on their feedback and engagement levels.

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

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	<p>monotonous and result in decreased engagement.</p> <ul style="list-style-type: none"> ▪ Lack of Energy: A trainer's low energy or enthusiasm can impact participants' motivation to stay engaged. ○ Learning Activity: Breakout Rooms & chat (Compare and contrast best practices for engaging participants with subpar training techniques during training events.) ○ KC/Check-in: Facilitator enters breakout rooms to engage participants and interact, provide feedback <ul style="list-style-type: none"> • 5-minute break • Topic 2: Engaging learning activities for training events <ul style="list-style-type: none"> ○ Relevant case studies w/ethical dilemmas ○ Real-world role plays ○ Interactive simulations ○ Breakout rooms for problem-solving exercises to foster collaboration ○ Polls/surveys/quizzes ○ Games ○ Virtual scavenger hunt ○ Share near-miss/what went wrong scenarios and storytelling to emphasize what to do right ○ Monday-morning quarterback=review/replay what went wrong ○ Learning Activity: Kahoot Brainstorm Questions (Identify appropriate interactive and engaging learning activities for live-virtual (VILT) and in-person (ILT) training events.) ○ KC/Check-in: informal check-in with participants after Kahoot Brainstorm • Summary • Assessment: Mentimeter Poll: how confident do you feel in your facilitation skills and engaging your training participants now after this training? <ul style="list-style-type: none"> ○ Very confident ○ Confident ○ The same as before/neutral ○ Somewhat confident ○ Not confident at all
<p><i>Evaluation Plan</i></p>	<ul style="list-style-type: none"> • Learning activities and informal check-ins during course • End-of-training Mentimeter poll