

Delivering Effective Training Programs



- Delivering effective training programs
- Facilitation/delivery skills for various groups (engaging presentations, visual materials, interactive Q/A, ice breakers, etc)
- Training Evaluation





Delivering effective training programs

- Before entering the class the trainer may contemplate questions like - What is the best way to go about presenting each topic?
- What methods should be used? What training strategies are possible and more suitable? Questions like these and many others will arise in the trainers mind.
- Answers to such questions are many and depend upon the criteria determined by the trainer.

Criteria for selecting effective delivery methods

- i.** Instructional Objectives
- ii.** Subject matter
- iii.** Students background
- iv.** Trainers training style-e.g. large group instruction may not be appropriate for trainers who want to closely work with the trainees



COMMON TRAINING METHODS ..

❖ There are two common broad approaches to training:

1. Methods that are primarily informational or transmittal in nature. Mainly one way communication; some of the major methods are: lecture, audio visual, independent study, programmed instructions (*Teacher/Trainer Centered*)
2. Methods that are experiential in nature, that is, the learner interacts with the instructor, a computer/ simulator, or other trainees to practice the skills. (*Learner-centered*)

Some of the major methods are – on the job training, computer based training, simulation, games, case analysis, role playing behavior modeling and sensitivity training.



1. CASE STUDY

- ❖ The case method is a non-directed method of study whereby trainees are provided with practical case reports to analyze.
- ❖ The case report includes a thorough description of a simulated or real-life situation.
- ❖ By analyzing the problems presented in the case report and developing possible solutions, trainees can be encouraged to think independently as opposed to relying upon the direction of a trainer.
- ❖ Independent case analysis can be supplemented with open discussion with a group. The main benefit of the case method is its use of real-life situations.



2. *ROLE PLAYING*

- ❖ In role playing, trainees assume a role outside of them and play out that role within a group.
- ❖ A facilitator creates a scenario that is to be acted out by the participants under the guidance of the facilitator.
- ❖ Furthermore, participants receive immediate feedback from the facilitator and the scenario itself, allowing better understanding of their own behavior.
- ❖ This training method is cost effective and is often applied to marketing and management training.

3. SIMULATIONS

- ❖ Games and simulations are structured competitions and operational models that emulate real-life scenarios.
- ❖ The benefits of games and simulations include the improvement of problem-solving and decision-making skills, a greater understanding of the organizational whole, the ability to study actual problems, and the power to capture the student's interest.



Effective facilitation techniques

Creating a Safe and Inclusive Space.

Facilitators must establish an environment where participants feel safe to express their views and identities.

Establish ground rules at the beginning of the session.

Encourage respectful listening.

Promote psychological safety so participants can share personal experiences.

Builds trust among participants from diverse backgrounds.

Effective facilitation techniques

Active Listening

Facilitators demonstrate attentive listening and encourage participants to do the same.

Paraphrasing what participants say.

Asking clarifying questions.

Acknowledging emotions and perspectives.



Effective facilitation techniques

Asking Open-Ended Questions

Facilitators guide dialogue through questions that encourage reflection rather than simple answers.

Examples: “What experiences shaped your perspective on this issue?”

“How might someone from another context see this situation?”

Encourages deeper thinking and perspective-sharing.



Effective facilitation techniques

Ensure that all participants have an opportunity to speak, not only the most vocal members.

Invite quieter participants to contribute.

Managing dominant voices respectfully.

Using structured turn-taking.



Effective facilitation techniques

Reflective Facilitation

Facilitators encourage participants to reflect on what they have learned from the session.

Techniques

- End-of-session reflection questions.
- Journaling or written reflections.
- Group debrief discussions.

Example Questions

- “What new perspective did you gain today?”
- “Did anything challenge your assumptions?”



Effective facilitation techniques

Neutral Facilitation

Facilitators remain neutral and non-judgmental, focusing on guiding the dialogue rather than imposing opinions.

Ensures participants feel respected regardless of their viewpoints.



Introductory: Name, background, fun facts

Energizers: Quick physical or mental activities

Team-building: Problem-solving tasks

Reflection-based: Values, expectations



ChatGPT – Generate prompts, games, questions

Mentimeter – Live polls & word clouds

Kahoot! – Fun competitive quizzes

Slido – Q&A and polls

Padlet – Idea sharing



THANK YOU