

One to One Instruction and Development

Development of staff is normally achieved through formal training sessions, however it is sometimes better to provide support and direction at the precise moment it is required. Instruction and Coaching enables increased productivity and improved ability to be achieved in the workplace and provides an opportunity to give feedback and direction.

The effectiveness of training depends on the trainer's ability to transfer knowledge and understanding. The course identifies learning styles and their impact on training and the way adults learn and are motivated. The stages of instruction are explored and how to conduct 1 to 1 training and instructional techniques. The effectiveness of training is considered and how the actions affect departmental development.

This course will enable you to deliver business benefits through the use of proven coaching and instructional techniques

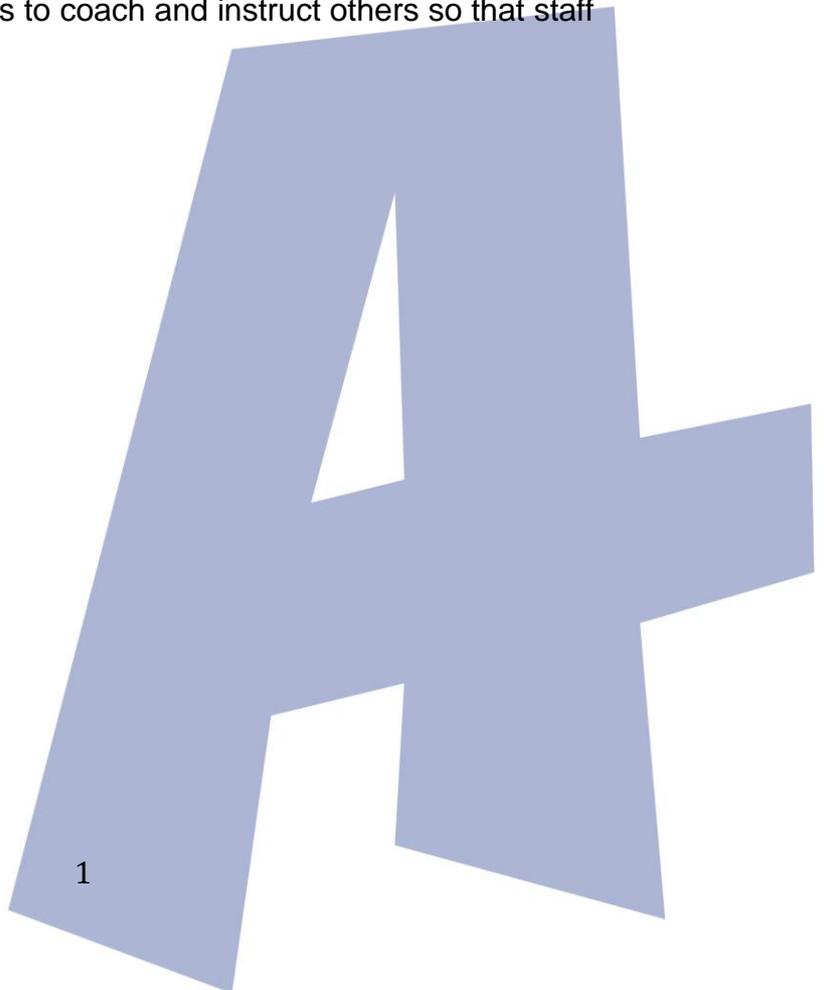
Who will the course benefit?

Anyone who needs the skills to coach, instruct and develop others on-the-job.

Course Objectives:

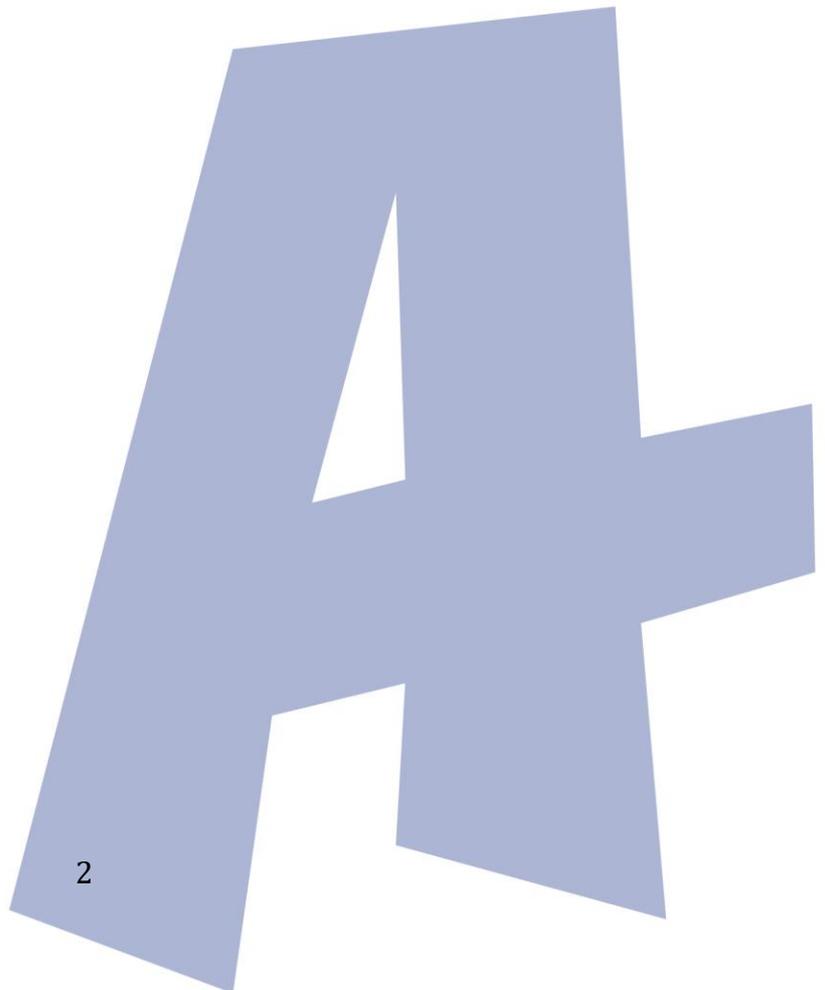
To provide the skills and techniques to coach and instruct others so that staff can carry out their work effectively.

Course Duration: 2 days



This course will enable delegates to:

- To identify the skills and tasks involved in the coaching process
- To create a coaching plan
- To identify and practise the interpersonal skills needed in coaching
- To promote self management
- Learn to structure training events effectively
- Identify the way adults learn
- How to conduct one to one training sessions
- Evaluate effectiveness



Course Content

Learning and Instruction

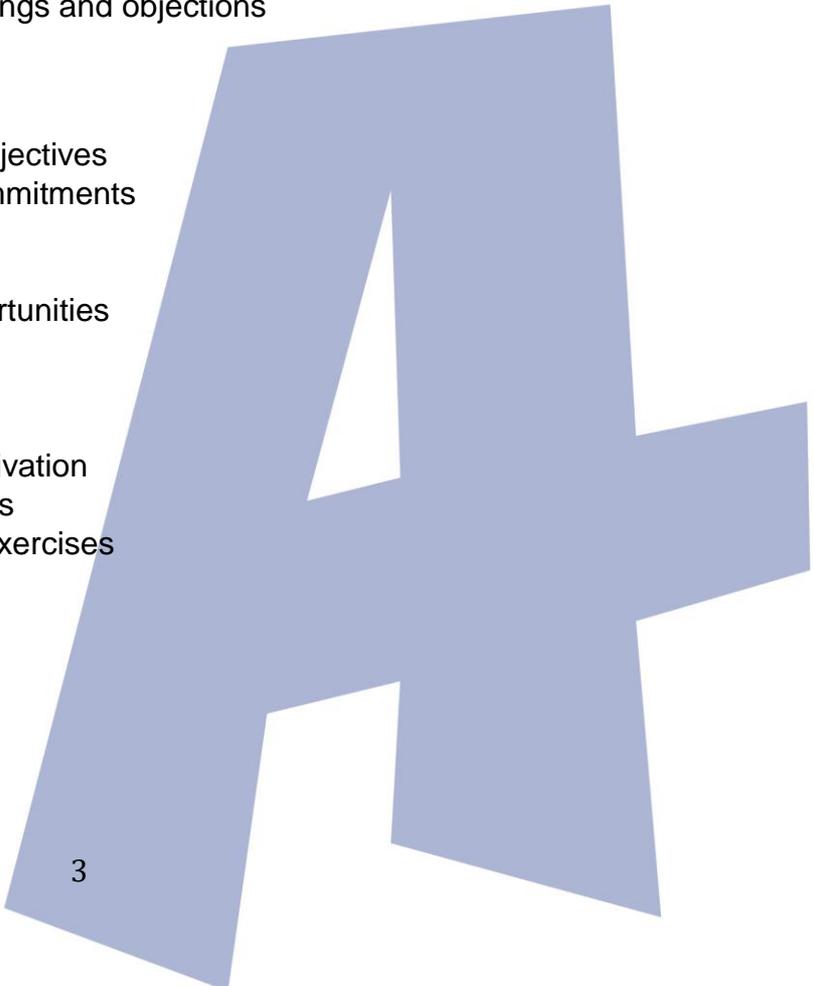
- Instruction And Its Purpose
- How and why people learn
- The reasons for learning
- What is learning?
- Different learning styles
- Identification of learning styles
- Understanding learning style types

Skill Element

- Skills and tasks required
- Understanding behaviour
- Appropriate behaviour during coaching and instruction
- Communication techniques
- The use of the senses in instruction, using NLP
- Encouraging questions and feedback
- Gaining commitment and participation from those being instructed
- Skills of presentation
- Dealing with misunderstandings and objections

Planning Instructional Sessions

- Assessing standards and objectives
- Considering operational commitments
- The selection of trainees
- Timing and planning
- How to develop or use opportunities
- Job Analysis and Instruction
- Instructional techniques
- Stages of instruction
- Preparation and trainee motivation
- Presentation in logical stages
- Structuring instruction and exercises
- Aids to instruction



Conducting Instructional Sessions

- Organising and running the session
- Acquisition of skill
- The transfer of knowledge to skill through practise
- Checking the work completed
- Practising the skill
- Selecting key points
- Stressing key points

Reviewing and Evaluation

- Evaluating the effectiveness of the instruction
- Methods of review and follow-up.
- The evaluation process
- Types of evaluation
- The training cycle

Close and Action Plan

- Delegate plan and identify the actions they will implement back in the work place

Practical Session

- The delegates will participate in a real life 1 to 1 coaching and instructional situations. The tutor and delegates will provide feedback.

