

"Do... or do not.  
There is no try."



# Training for Trainers:

How to integrate interactivity into your training sessions

# Video





# Icebreakers





Who  
are  
you?

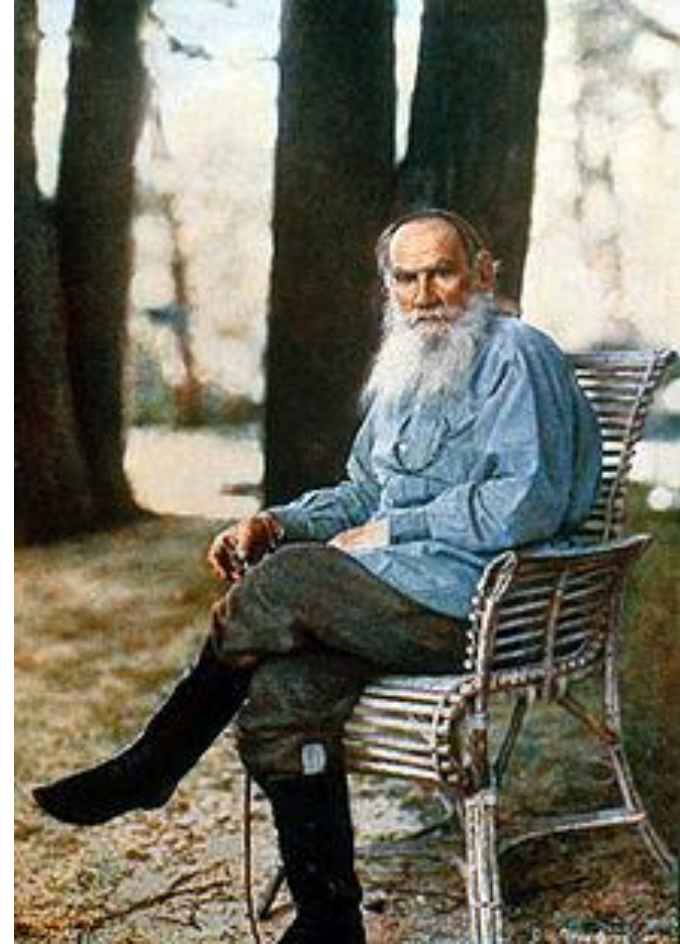


# More Warming Games

- String Game
- Fear in a Hat
- Make a Date Game
- Two Truths and a Lie
- Two Truths and a Dream Wish

*"The most difficult subjects can be explained to the most slow-witted man if he has not formed any idea of them already; but the simplest thing cannot be made clear to the most intelligent man if he is firmly persuaded that he knows already, without a shadow of doubt, what is laid before him."*

Leo Tolstoy





Teaching provides knowledge in theory and practice of concepts, facts and practices.



**Training** provides the experience to understand this knowledge and transform it into real time application.





# Teaching or Training?

Expert

Theoretical

Passive

Watch Me

Here's how to use it

Facilitator

Real-Life

Active

You do it

What would you do

# Good Teacher?





# Good Teacher

- being good at explaining things
- being a people person and enjoy working with a wide range of people
- enthusiasm
- having a strong knowledge in particular subject areas
- being a good time manager
- ability to work in a team as well as using your own initiative
- keeping your cool under pressure
- having patience and a good sense of humor
- being fair-minded
- coping well with change and
- enjoying a challenge

# Good Trainer?





# Good Trainer

- having strong experience in doing the same things
- knowing where and how the trainee will apply the knowledge
- helping with practicing
- showing real (own) examples
- exudes patience
- explains concepts simply
- facilitates active learning (discussions, quizzes, games, case studies, simulations, brainstorming)
- demonstrates acceptance of different views
- sees the big picture and breaks it down
- comes prepared!

# What is better?

Subject matter expert?



Proper personality to be a trainer?



*Nordstrom's philosophy – hire the personality, train the skill*



# Defend the Egg



- 1.First Team
- 2.Best package
- 3.Not broken egg

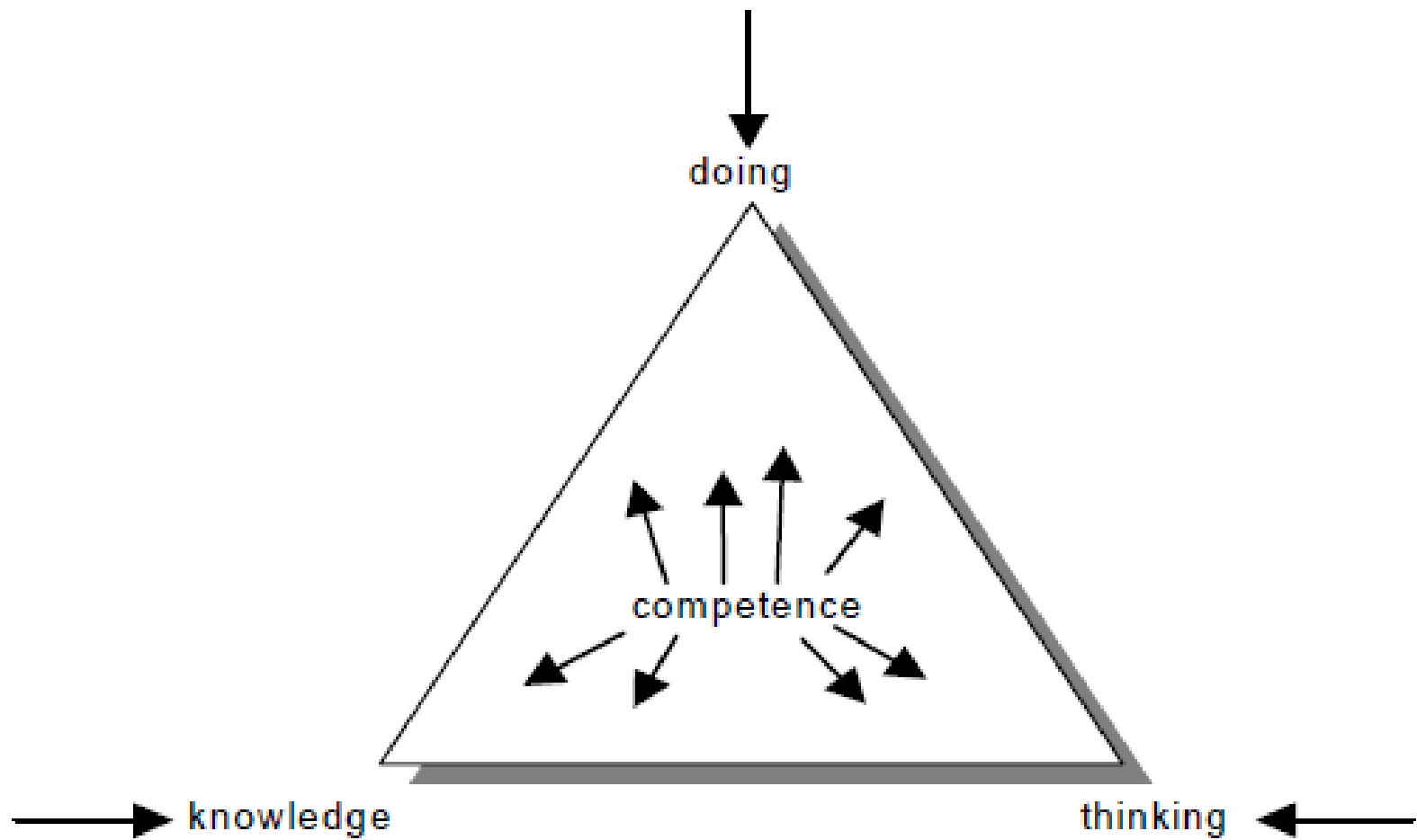
# Principles of Learning

# How did I learn?

- I attended a course
- I was reading
- I asked a colleague
- I thought about this
- I tested the information through trial and error
- I planned it
- I was practicing



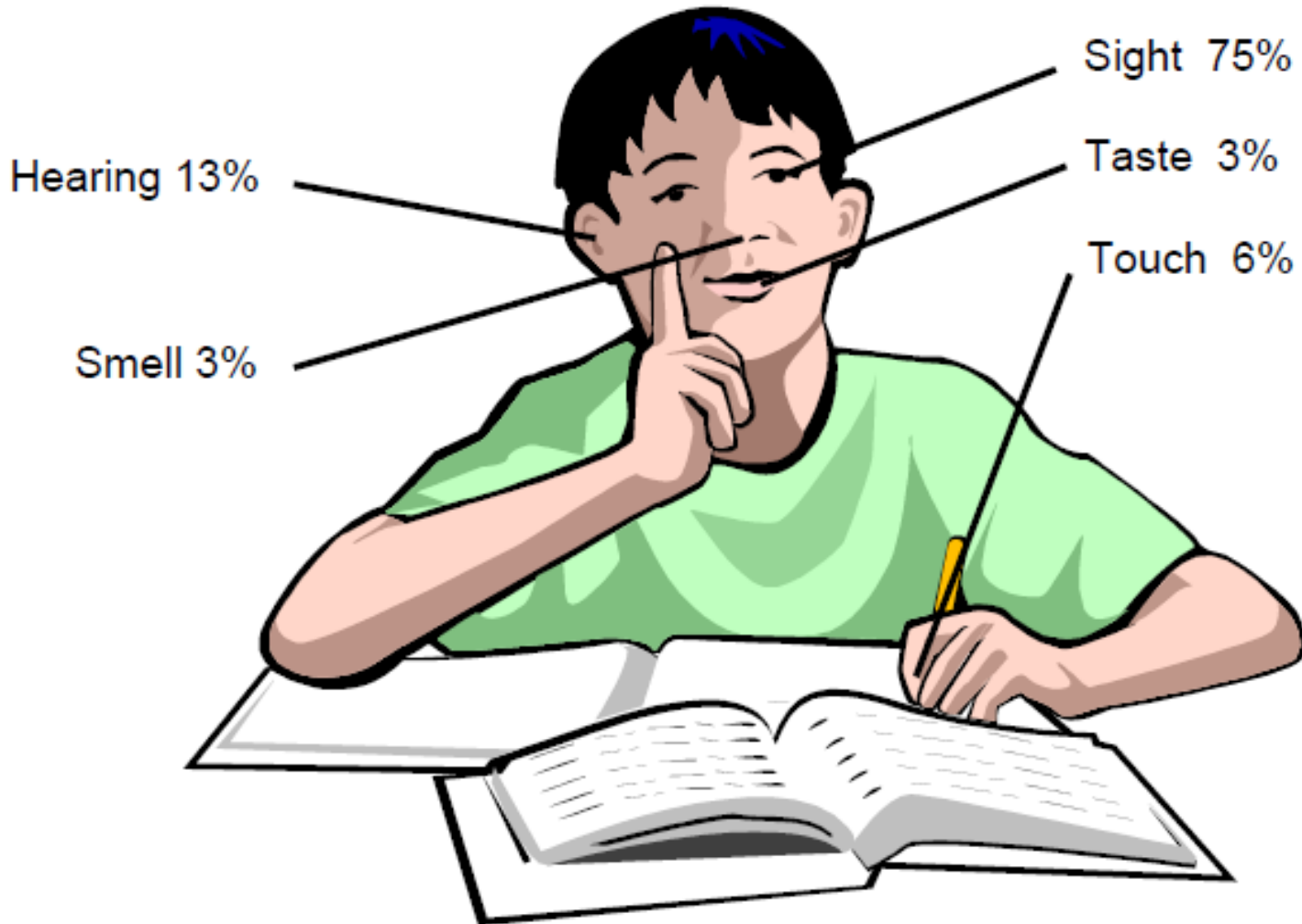




# Factors affecting learners

- Your motivation
- Relationship with teacher
- Access to resources
- Your mood
- Your prior learning
- How you were taught
- How relevant the learning is

# Principle 1: Utilize Senses





# We learn:

See and hear

Discuss

Experience

Teach

Hear

Read

See

Read 10%

Hear 20%

See 30%

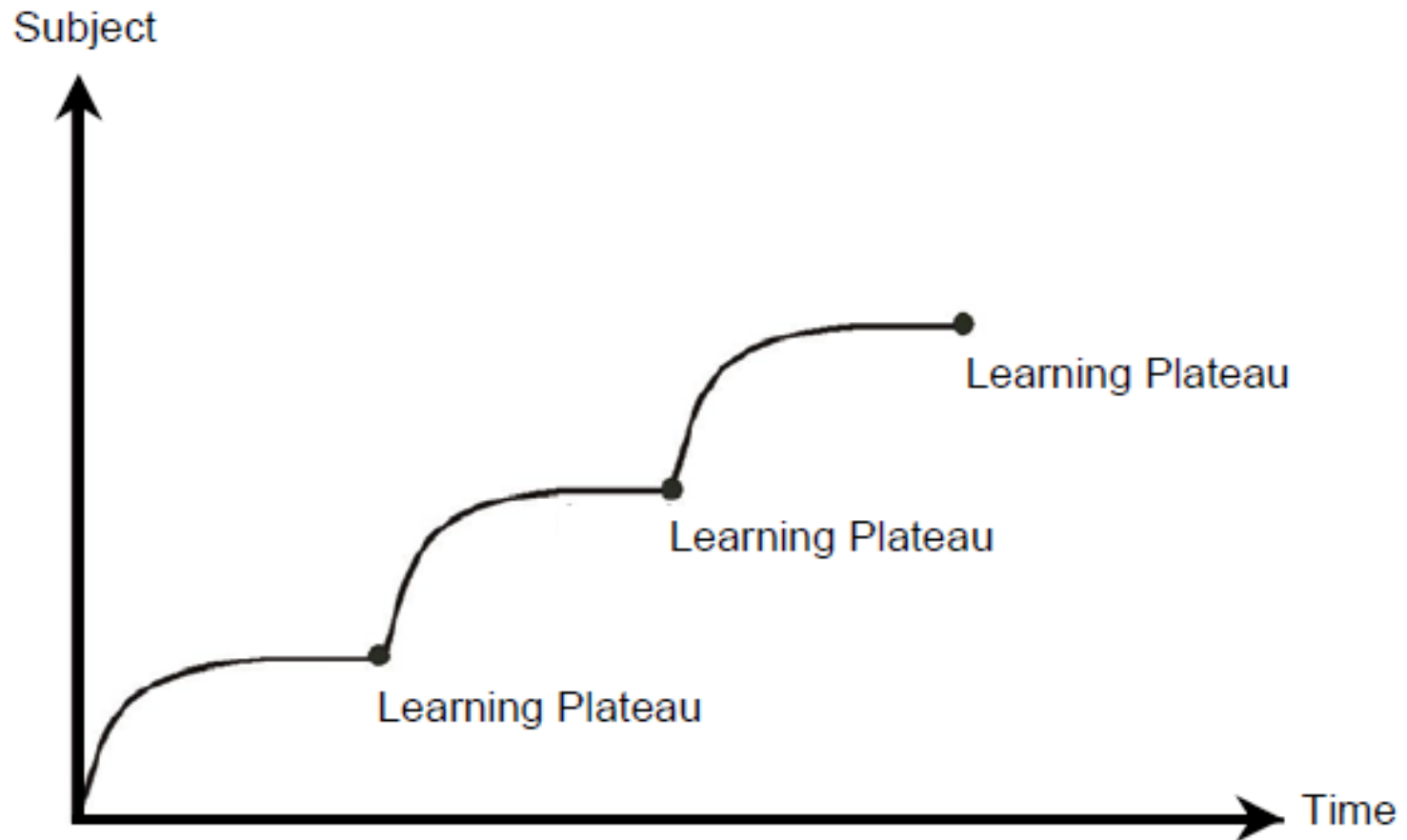
See and hear 40%

Discuss 50%

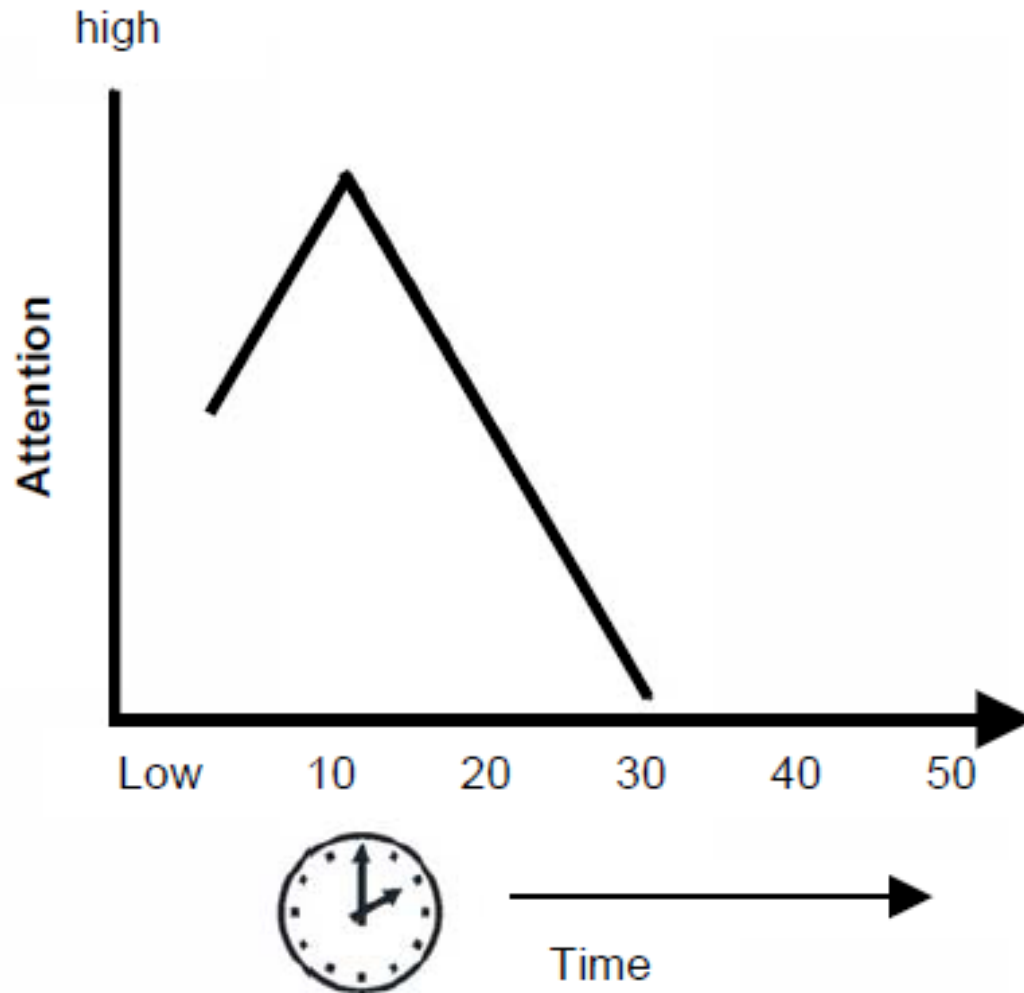
Experience 70%

Teach 90%

# Principle 2: Learning Curve

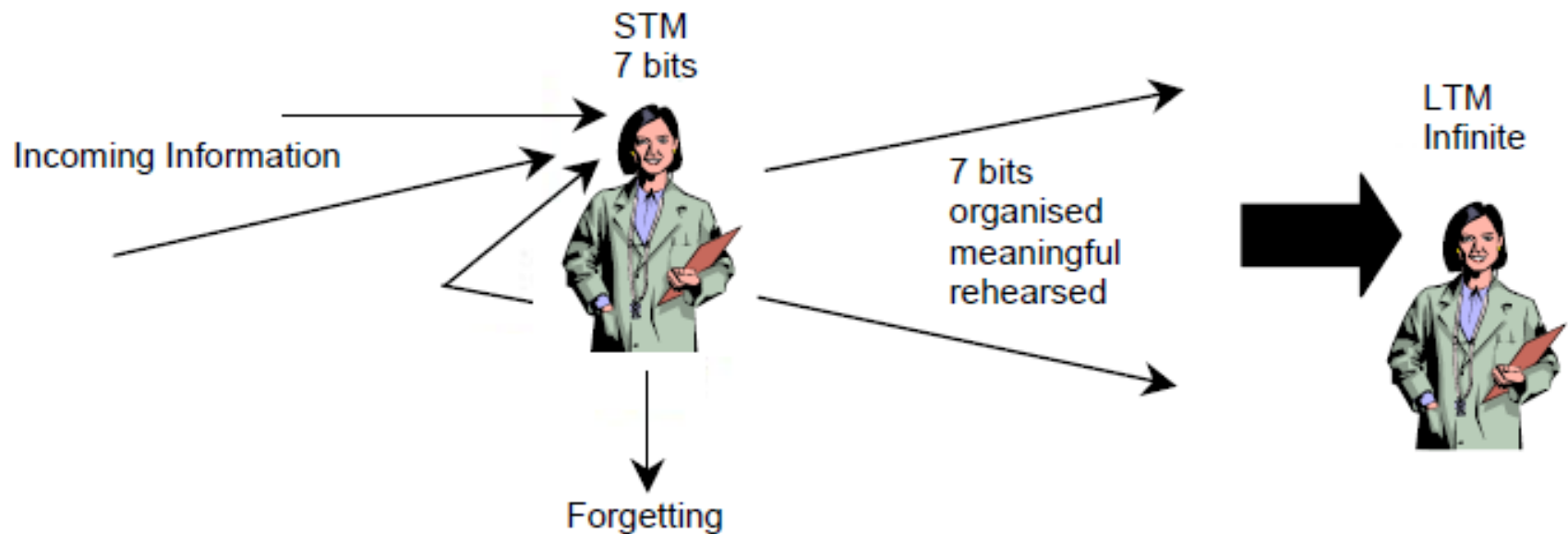


# Principle 3: Attention Span





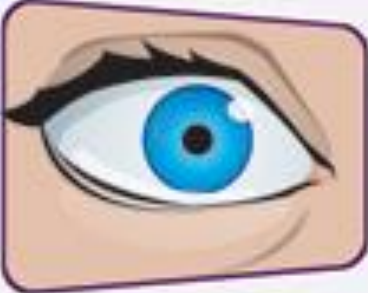


# Principle 4: Use of Memory



# Principle 5: Motivation



# Principle 6: Learning Styles

	<b>Visual Learner:</b> Learns best by seeing
	<b>Auditory Learner:</b> Learns best by hearing
	<b>Kinesthetic Learner:</b> Learns best by feeling or experiencing



# Principle 7: Feedback



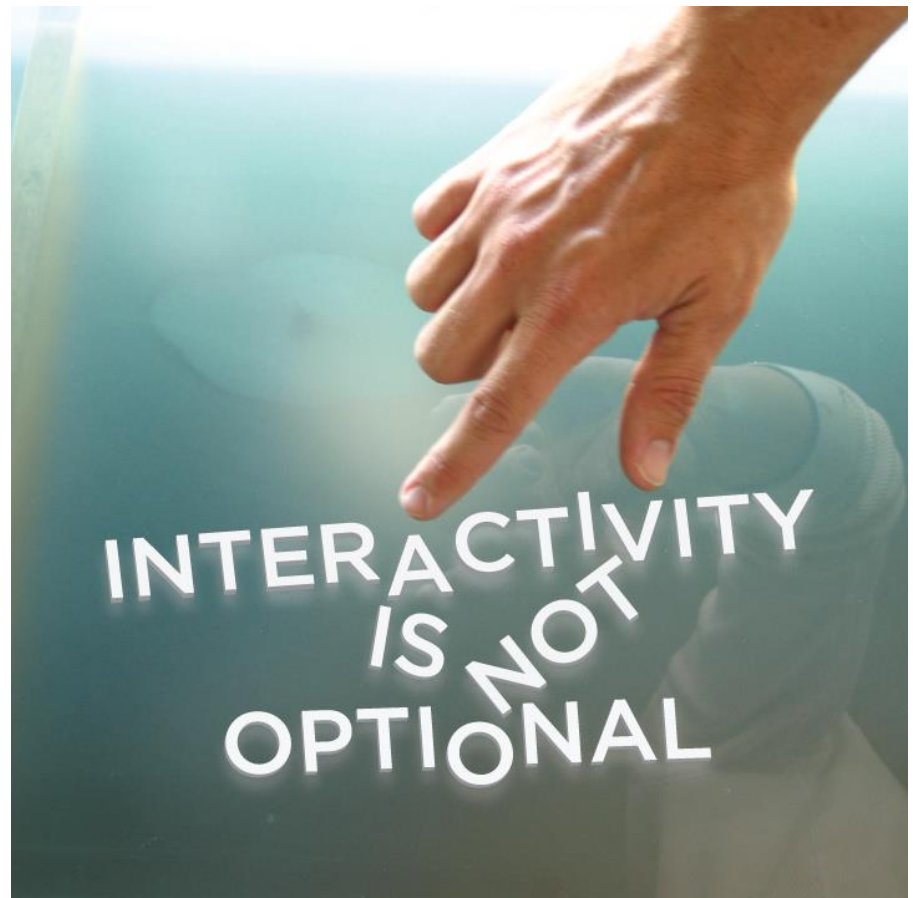
# Time for Candies😊



# Interactivity in Training

# Top 7 Reasons to Use Interactivity in Training

1. Engage
2. Excite
3. Reward
4. Assess
5. Retain
6. Reinforce
7. Practice



# Rules

1. Signposting
2. Start interactive, keep interactive
3. Learning outcomes
4. Appropriate tasks
5. Enthusiasm



# Interactive Training Techniques

# Principle 1: Know your audience

Check the list of invitees

Talk to the team before training

Give materials before





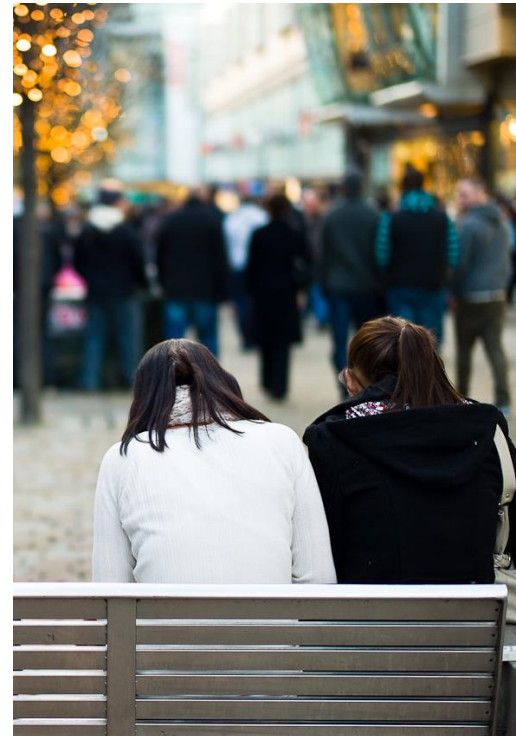
- Fail: On the line
- Fail: One participant in the room
- Fail: Who are actual participants?
- Fail: When SCRUM doesn't work?
- Fail: Different audience
- Fail: I am IT

# Brainstorming: What is better?

Same team, but  
different level of  
expertise?



Equal expertise,  
but people that  
don't know each  
other?



# Principle 2: Show real examples





# Example of Risk Management Training

There is a web application – business analytics. Known technologies, DB, 23 main modules, DB architecture is very complex, DB performance is very critical with the strict acceptance criteria. Requirement are 50% defined, very low chances for requirements to be changed, but they should be very clear before the realization.

Now is August, release is on April 1. Client wants to have full transparency on progress. There couldn't be delay with the delivery of the whole scope, it is more important than budget.

Test environment is on client's side, very big load on the network connection (more than the channel is now).

Client is very qualified in business area, will be doing UAT. Main expert on the client's side is Jar Jar Binks. Project team should be 15 people, 5 are missing, they will be not used after project completion. DB architect works on another project 60-70%. Client's expert Jar Jar Binks hardly uses email and has strong non-English accent.

# Principle 3: Keep focus on attendees

Think about people (not you)



# Example: Edward Tufte



# Principle 4: Keep the contact

Look at specific people

Set an eye contact

Remember about the corners

Analyze feedback



# Principle 5: Keep listening

Be aware of biases

Let other speaker talk

Analyze and summarize





Question: What was your most problematic student?



# Principle 6: Keep an attention

Split up performance to small parts

Remember 90%, 60%, 10% rule

Involve them



# Principle 7: Be live

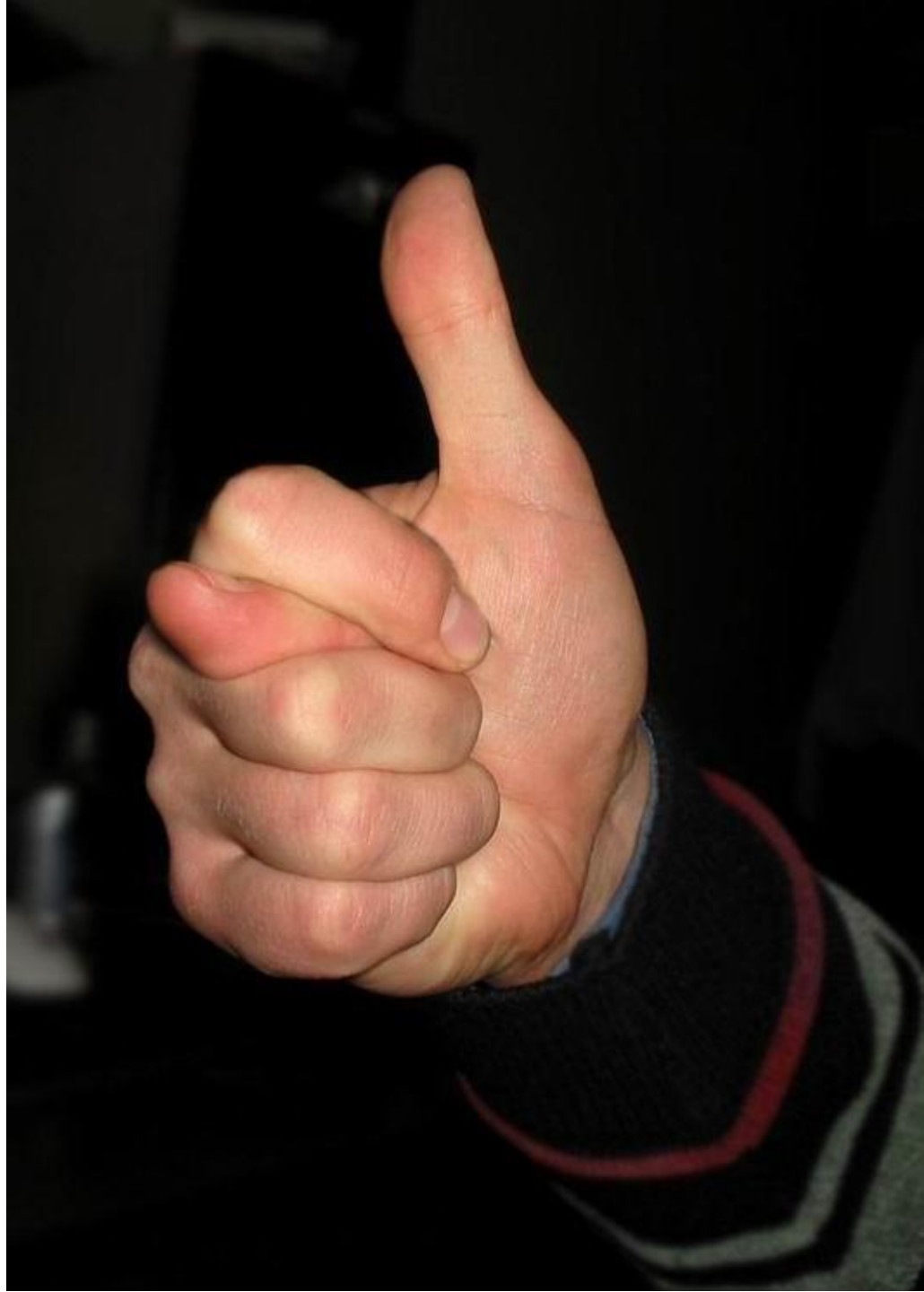
Enable yourself completely

Bring your emotions, gestures and voice



# Principle 8: Use the consistent vocabulary

Most people use the  
terminology of "fail"  
Be consistent





# Principle 9: Habits

Break your habits

Avoid filler words





# Principle 10: Humor





# Example: Imprivata Conferences



# Principle 11: Time Management



# Principle 12: Questions

Encourage questions

"Guess" the questions

Listen to the end, make pauses

Repeat question to think about

Postpone tough answers





# Experience with Remote Offices





# What are Your Interactivity Practices



# Practice:

Write down specific ways in which you will apply the skills or knowledge from the training in your own training sessions, job or personal lives.



# Summary of what we did:

- Video
- Icebreaker techniques
- Team building techniques
- Brainstorming
- Sharing your own opinion
- Sharing your own experience
- Real life examples
- Candies😊