

# Training and Facilitation Skills

## Making Learning Effective and Memorable

We can all remember training experiences which have been dreary, irrelevant and had little impact. Learn the secrets to making a learning event interesting and memorable so that learning is achieved which is long-lasting.

During the workshop we review the learning process and learn how to structure events for different learning styles. We review ways in which the facilitator can prepare themselves and delegates before the course to maximise learning outcomes. We learn how to create a powerful start and finish, how the facilitator can maintain rapport throughout the event, and how delegates can put their learning into practice.

Delegates are introduced to the key principles for making sure learning is remembered, and a number of approaches to keep the audience engaged and energised throughout. We also touch upon how to deal successfully with difficult delegates.

A practise session provides delegates with the opportunity to demonstrate what they have learned and practice their delivery skills, followed by individual feedback and coaching from the tutor and colleagues.

This workshop is appropriate for in-house trainers and facilitators, and for any other executives who may be called upon to lead team meetings or facilitate group events.

### Learning Outcomes

#### Delegates will learn

- **how to plan, prepare for and design effective training sessions**
- **how to deliver training that is memorable, interactive and enjoyable**
- **how to manage difficult situations successfully**
- **how to embed learning within work and measure its effectiveness**



### Jennifer Fitzgerald



Jennifer is an executive coach and trainer of interpersonal skills. She is an accredited trainer of NLP (neurolinguistic programming) and coach trainer with the International NLP Trainers Association. She has trained in accelerated learning and had preliminary training in cognitive behavioural therapy and other psychological disciplines.

Jennifer brings a high degree of business expertise to the programmes she runs. Her credentials come from a highly business focussed career with Schlumberger, Mastercard and Barclaycard. She has extensive international experience and speaks both French and German.

Jennifer runs training courses and coaching programmes at market leading companies, the programmes she runs are fast-paced, thought-provoking, interactive and fun!