



**Module #10: Facilitation Skills
and Techniques**
(Manager-As-Trainer/Facilitator)

Module Objectives

- Define the role of Manager-As-Trainer,
- Understand Eight Adult Learning Principles,
- Identify Six Adult Centered Training Methods,
- Use Four Types of Facilitation Skills, and
- Learn Seven Strategies for Handling Problem Situations.

Module Description

This **Facilitation Skills and Techniques Seminar** serves as a "Train-the-Trainer" module focusing on developing an individual's understanding of the role of facilitator and trainer. Specific emphasis is on the role of "manager as facilitator and trainer." The objectives of this module are as follows: define the role of manager as trainer, understand eight adult learning principles, identify six adult centered training methods, use four types of facilitation skills and learn seven strategies for handling problem training situations. A "hands-on" practical approach is taken through interactive exercises.

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"New roles for managers include that of leader, communicator, team member, teacher, coach, mentor, learner and consultant. The 'new' manager is also the principal conduit for encouraging others through a judicious use of appraisal and rewards and by assuming the role of the master teacher."

What Every Manager Needs to Fulfill the Role of Manager As Trainer...

H _____ (A sense of Humor)

E _____ (An Ego that is secure)

L _____ (Listening Skills)

P _____ (A Personal Mission)

Are there any other words that you could use to fill-in the above which would describe a Manager as Trainer?

The Training Process: Facilitation Skills

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Step #1: "Understand Adult Learning Principles"

Step #2: "Participate in Specific Training Program"

Step #3: "Relate Adult Learning Principles to Specific Training Module, Program or Intervention"

Step #4: "Co-Present/Lead Targeted Training Program"

Step #5: "Present/Lead Targeted Training Program"

NOTE: Each of the above steps in the facilitation skills development process involves coaching and monitoring of participants to provide feedback and evaluate progress.

Expectations

-What do I want to learn about facilitation skills and my role as manager as trainer?

-What skills do I need to strengthen to improve my effectiveness?

Remember: "An Estimated 75% of all training is done on the job by supervisors and managers."

Objectives of Seminar

- *Define Role of Manager as Trainer
- *Understand Adult Learning Principles
- *Identify a Variety of Training Methods
- *Learn How to Handle Problem Situations

Personal Goal

As a result of this facilitation skills for managers seminar, I plan to improve in the following manner _____
