

CUSTOMER SERVICE ACADEMY OF JAMAICA LIMITED

CERTIFICATE IN THE PRINCIPLES AND
PRACTICES OF TRAINING
(TRAIN-THE-TRAINER)

CONTENT DOMAIN

CERTIFICATE IN THE PRINCIPLES AND PRACTICES OF TRAINING (TRAIN-THE-TRAINER)

Overview:

The Certificate in the Principles and Practices of Training (Train-the-Trainer) aims to provide participants with the knowledge, skills and attitudes to perform as successful trainers. This 5-day (30-hour) program is targeted at practicing and would-be trainers.

General Objectives:

This certificate program is designed to:

- ✿ Inculcate in participants the critical importance of planning, developing, implementing and evaluating training.
- ✿ Familiarize participants with how adults learn and what it takes to keep them focused.
- ✿ Familiarize participants with the tools and techniques essential to enhancing the learning process.
- ✿ Provide them with the knowledge that will enable them to put in place orientation, socialization and mentoring programs for learners.

Program Content:

- ✿ Training and Successful Organizations
- ✿ Types of Training
- ✿ The Benefits of Training
- ✿ The Principles of Adult Training
- ✿ Classical Learning Techniques
- ✿ Group Training Issues
- ✿ Identify Training Needs
- ✿ Planning the Training
- ✿ Conducting the Training: The Four Steps
- ✿ Evaluating Training
- ✿ Establishing a Training Culture in an Organization
- ✿ The Group Training Process from the Trainee's Perspective
- ✿ The Trainer as Communicator
- ✿ Seeking Management Support for Training

- ✿ Making Training Stick
- ✿ Common Training Mistakes
- ✿ A Case for Training and Development
- ✿ Training Issues of the 21st Century
- ✿ Training and Development as an Investment
- ✿ Orientation and Socialization
- ✿ Mentoring

Program Methodology:

Highly interactive workshop involving individual and group work, discussion, role play, video/DVD presentation.

Program Evaluation:

The final evaluation will consist of a 4-hour multiple choice examination of 200 questions. Candidates would need to obtain a pass mark of at least 60% to be successful.