

Program Development

NANT - Las Vegas
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Elements of a Training Program

- Objectives
- Student qualifications
- Course Outline/Agenda
- Presentations
- Student Handouts/Exercises
- Quizzes with Answer Keys
- Successful Completion Criteria
- Course Evaluation Form

Objectives

- Identify what specific concepts you want the student to learn.
- Get management approval.
- Focus on outcomes.
- Think - "At the end of this program, the student will be able to...."
- Begin with an action verb.
 - Describe the proper technique to....
 - List the complications resulting from...
 - Discuss the positives and negative attributes of...

Student Qualifications

- Is the program designed for a beginning student or an experienced learner?
- Does the student have time to attend?
- Must pre-course activities be completed?
- Are there physical limitations?
- Are special skills required?
- Is certification necessary?

Course Agenda/Outline

- It's the overview of the program.
- It answers the student questions:
 - What specifically am I going to learn?
 - In what order will the topics be covered?
 - How long will the program take?
 - Are there quizzes? Homework?
- It helps keep the trainer on pace.
- It says to the student -
This is not a causal program!

Presentations

- Create presentations to meet objectives.
- PowerPoint isn't the only way to go!
- Keep lectures interesting.
 - Start with an overview
 - Cover in a logical order
 - Use examples from real life
 - Involve the student
- Limit the "sit and only listen" lecture
- If there will be more than one trainer for the program, provide lecture notes.

Student Handouts/Exercises

- **Students should walk away with more than their notes.**
- **Exercises are an excellent way to reinforce lecture material.**
- **Don't just copy from "the book".**
 - **If it's a procedure, explain the process in outline form**
 - **Think of a student activity as a mini course**
 - **Make sure the student can successfully complete the exercise**
 - **Allow enough time**

Quizzes with Answer Keys

- Quizzes should key on the main topics to be learned.
- They should be “learning experiences”.
- Writing questions aren't easy.
 - Was the subject covered?
 - Have a reference
 - Avoid “all of the above” and “none of the above”
- Beware the bad question.
 - Is everyone missing it?
 - Does the student ask for clarification?
- Allow adequate time

Successful Completion Criteria

- Final exams and quizzes aren't the only criteria
- Class participation is important
- Successful completion of exercises
- Prompt attendance and attitude in class
- Homework assignments turned in
- Asks for additional assistance in class - not just before the final exam!

Course Evaluation Form

- Gives the student the opportunity to provide feedback
- Use the information to improve the program
- Don't wait to make changes until right before the next program
- Questions to ask:
 - Did the program meet its objectives?
 - Was there enough time?
 - How was the instructor?
 - What needs to be improved?
 - Do you need more information?

Final Thoughts

- Appearance says a lot - especially the first day
- You can't say enough about trainer enthusiasm
- Know the subject matter in more depth than is presented in class
- Give references as much as possible
- Identify student weaknesses as quickly as possible and offer assistance
- Clear your plate before class
- Set times to be available for day-to-day activities
- Students love certificates and so do administrators!