



ROSSGROUPTRAINING

LEADERSHIP - PERFORMANCE - GROWTH





ROSSGROUPTRAINING

MISSION MODULES AND COURSE OUTLINES



ADULT LEARNING STYLES

COURSE OUTLINE

This course addresses the specific ways that adults learn by giving you a practical overview of the entire training function. Topics include what adults like, what they don't like, trainee personality traits and the cognitive domains of the adult learners. Participants will be encouraged to 'learn through discovery' through role play exercises and effective questioning strategies.

COURSE OBJECTIVES

Provide an environment where the principles of adult learning can actually be applied. Create training that is state of the art and applicable to today's workforce. Deliver material so that learning not only takes place and is retained, but applied in the participants production areas. Leave the participants with materials for 'after the class' reference and performance tracking.

TARGET AUDIENCE

New trainers that want to ensure that learning actually takes place with their adult learners. Anyone that trains to the adult learner.

EXPECTED OUTCOME

This course will give all participants the tools necessary to be able to train to all adult learning styles through understanding the theory of adult learning and completing a competency based activity. They will be able to influence the participants to *want* to learn by providing an environment under which learning can take place. They will know what successful training/learning looks like.

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COMMUNICATING INSTRUCTIONS

COURSE OUTLINE

Detailed in this course are the timeless questions, how am I getting compensated for being in this class, how long will I be in here, how will this class help me improve my job performance and who are you, what qualifies YOU to train me? These are questions that are very rarely anticipated, but always asked.

COURSE OBJECTIVES

Address the questions that can take up valuable class time, start heated conversations and/or prevent learning from taking place. Get all participants on the same page at one time, but more importantly, at the same time. This also allows the trainer to take control of the environment quickly. The importance of designing road maps and icebreakers to "kick-start" your courses.

TARGET AUDIENCE

New trainers that want to ensure that learning actually takes place with their adult learners. Anyone that trains to the adult learner.

EXPECTED OUTCOME

This course will give all participants the information needed to give their full attention to the instructor and the course content. A quick tool to assess different learning styles. Suggested training strategies for each learning style. How to adjust your course design and delivery to appeal to all styles.



COMMUNICATING WITH THE CLASS

COURSE OUTLINE

This in depth course addresses the specific ways trainers address their participants. From using a proper tone with their groups, to how to enunciate to how to avoid speaking too fast or too slow, this course will ensure your trainers are able to properly communicate with their classes.

COURSE OBJECTIVES

To be able to effectively communicate with the training class and deliver course materials so that learning takes place, retained and used at the employees workstation. Gives practical speaking skills to assist your trainers projecting confidence and enthusiasm. Verbally communicate to participants on all levels of understanding and comprehension, regardless of geographical origin, current place of dwelling or professional industry they work in.

TARGET AUDIENCE

New trainers that want to ensure that learning actually takes place with their adult learners. Anyone that trains to the adult learner.

EXPECTED OUTCOME

This course will give all participants the tools necessary to be able to communicate with all adult learners through proper communication. Participants will be able to understand and identify with the presenter, therefore, be able and encourage to allow learning to take place.

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EQUITABLE TREATMENT

COURSE OUTLINE

This course addresses the sensitive issue of treating all employees equally regardless of race, sex, age, national origin, religion or disability. Topics include, The Civil Rights Act of 1964, The Equal Pay Act of 1963 and dealing with protected classes. Participants will be engaged in real life role play scenarios that will encourage 'learning through discovery'.

COURSE OBJECTIVES

The purpose of this chapter is to review the major laws and how they affect the way your managers lead their teams on a daily basis. As a manager, trainer or supervisor, they are accountable for knowing the laws and maintaining the laws to treat all employees fairly.

TARGET AUDIENCE

All employees, both exempt and non-exempt.

EXPECTED OUTCOME

All participants will have a firm understanding of state and local government laws and how they are very similar to federal law, as well as understand that it is common for states to prohibit discrimination based upon race, sex, color, age, religion, national origin, disability and veteran status.



GIVING AND RECEIVING FEEDBACK

COURSE OUTLINE

This module drills down to the essence of feedback, it's purpose and it's usage. The course addresses the 4 types of feedback, positive (propelling), neutral (orbiting), negative (malfunctioning) and corrective (aborting).

COURSE OBJECTIVES

Each participant will be provided the tools necessary to be able to offer any of the 4 types of feedback as they relate to any given situation or scenario that may arise. Deliver feedback so that learning not only takes place and is retained, but applied in the participants production area.

TARGET AUDIENCE

For new training professionals and for other trainers who want an overview of the entire training function.

EXPECTED OUTCOME

The participants will feel comfortable giving feedback of any kind addressing any kind of situation. They will be able to influence the participants to want to learn how to give feedback by providing an environment under which they can role play and learn through discovery.



GETTING PREPARED FOR CLASS

COURSE OUTLINE

This course details the overlooked areas of getting your class prepared for training. Questions answered include how many participants will I have? What's the best way to arrange my seats? Do I have any games to play? Having these answers will make your class go much smoother.

COURSE OBJECTIVES

This course will move the trainer to prepare for training class in such a way that there is adequate seating, proper line of sight, sufficient training materials, as well as things like proper lighting and trainer tools.

TARGET AUDIENCE

For new training professionals and for other trainers who want an overview of the entire training function.

EXPECTED OUTCOME

Participants will come to a class that is properly set up and conducive to learning.



HANDS ON REAL LIFE APPLICATIONS

COURSE OUTLINE

This course deals with hands on application of the content. It includes role play exercises, safety and simulation sessions debriefing.

COURSE OBJECTIVES

Your participants will be equipped to facilitate role play exercises, break participants into smaller, more interactive groups and provide this in an environment that is safe.

TARGET AUDIENCE

New trainers that want to ensure that learning actually takes place with their adult learners. Anyone that trains to the adult learner.

EXPECTED OUTCOME

Participants will be able to apply their knowledge in real life scenarios that will assist in the learning process, especially for those kinesthetic learners.



ADDRESSING HARRASSMENT

COURSE OUTLINE

Sexual harassment and creating a hostile work environment is discussed in this course in the most up front, no non sense fashion possible. EEOC views on harassment are discussed as well as the manager's role in preventing it.

COURSE OBJECTIVES

Provide a workplace that respects all employees and is free of harassment including sexual harassment. Take preventative measures regarding harassing activity and conduct. Remedy any such incidents should they occur in the course of employment. Ensure that such incidents do not jeopardize employees, your customers, or the company.

TARGET AUDIENCE

All employees.

EXPECTED OUTCOME

Your employees will know that harassment includes any degrading or offensive conduct, either verbal or physical, that is based upon a person's sex, color, race, religion, national origin, age or disability.



MANAGING DIVERSITY

COURSE OUTLINE

This course addresses the specific ways that adults from different backgrounds, different national origins and different genders should be respected and treated in the workplace. In depth topics include diversity vs affirmative action, manager actions to diversity, ways to learn about other cultures and questions and answers.

COURSE OBJECTIVES

The participants will be able to provide an environment that is fun, interactive and conducive to learning. They will be able to manage an environment that is comprised of multiple cultures.

TARGET AUDIENCE

All employees.

EXPECTED OUTCOME

Trainers, supervisors and managers will know and be able to explain the differences between equal employment opportunity, affirmative action and diversity to their participants.



WORKPLACE VIOLENCE

COURSE OUTLINE

All leaders need to know how to manage this function in the workplace today. Participants will learn how to identify the outward signs of violence, the different stages of violence, steps to take once violence has been identified and/or commenced and how to work with HR and Security to provide a safe working environment.

COURSE OBJECTIVES

To provide the training necessary for participants to be able to provide a safe working environment and properly identify and address violence when/if it occurs. Also provide a step-by-step job aid for addressing all types of behaviors that can lead to workplace violence.

TARGET AUDIENCE

All employees.

EXPECTED OUTCOME

This course will give all participants the ability and confidence they will need in order to address any and all workplace violence head on. Hands on, realistic role play exercises will prepare the participants for potential violent offenders.



MOVEMENT

COURSE OUTLINE

Participants will be introduced to effective movements around the classroom and it's importance in the learning process. Included in the course is the effects of sounds waves in learning, question acknowledgement, gestures and nervous habits.

COURSE OBJECTIVES

Provide an classroom environment that is fun, interactive and conducive to learning through the proper usage of facial gestures and body language. Determine causes and solutions of nervous habits. Create maximum learner participation by effectively selecting the best trainer strategy. Monitor their personal characteristics of movements, eye contact, mannerisms, and expression.

TARGET AUDIENCE

For new training professionals who want to ensure that adult learners get the most out of training.

EXPECTED OUTCOME

You will have tips and techniques that will enable you to create a confident presence in front of a group. Your personal characteristics will be diagnosed for areas of improvement.



TRAINING OFF SITE

COURSE OUTLINE

This course teaches trainers how to prepare for classes that are to be held in public facilities, i.e. hotels, MicroTek and/or any other outside location.

COURSE OBJECTIVES

To enable the trainer the ability to train classes off site the same way as they would in their home facility.

TARGET AUDIENCE

For experienced instructors, facilitators, and speakers who wish to sharpen their presentation skills.

EXPECTED OUTCOME

Participants will be able to train in off site facilities with confidence related to proper preparation and planning.



REWARDS

COURSE OUTLINE

In this course, participants will be thoroughly trained how to reward trainees. They will learn how to reward with little or no money, how to use rewards to drive performance and how to use games and icebreakers as ways to reward.

COURSE OBJECTIVES

Trainers will be given all the tools necessary to use rewards to assist in the learning process and in classroom management.

TARGET AUDIENCE

New trainers that want to ensure that learning actually takes place with their adult learners. Anyone that trains to the adult learner.

EXPECTED OUTCOME

Classes will be interactive, participants will be attentive and learning will be more apt to take place.



SUBSTANCE ABUSE

COURSE OUTLINE

This course addresses the very important topics of drug and alcohol abuse in the workplace. Topics include legal questions to ask if substance abuse is suspected, warning signs of substance abuse, and extensive questions and answers.

COURSE OBJECTIVES

Provide an environment where the use of illegal drugs and alcohol can be identified and properly/legally addressed.

TARGET AUDIENCE

All employees

EXPECTED OUTCOME

Participants will be equipped with the tools necessary to be able to identify those that are suspected drug and alcohol abusers as well as the confidence to address it properly.



TEAMBUILDING

COURSE OUTLINE

This course addresses all aspects of teambuilding. Topics include trainer's expectations of the class, employees expectations of the supervisor, effective employee interaction, team motivation, how to deal with non participatory behavior, effective praising and handling employee burnout.

COURSE OBJECTIVES

To provide an environment that is consistent, interactive and motivating. Participants will provide a classroom experience where attendees will be praised for positive behaviors, prevented from burning out and perform in a stress free workplace.

TARGET AUDIENCE

For experienced instructors, facilitators, and speakers who wish to sharpen their presentation skills.

EXPECTED OUTCOME

Trainers will be able to create a classroom environment that is interactive and stress free. The participants as well as the trainer or manager will all know what is expected of them.



THE 3I'S

COURSE OUTLINE

This course details the ways a trainer can make their class interesting, informative and interactive.

COURSE OBJECTIVES

To get all participants involved in the learning process through open, interactive communication that is fun and consistent.

TARGET AUDIENCE

For experienced instructors, facilitators, and speakers who wish to sharpen their presentation skills.

EXPECTED OUTCOME

Learning will take place with all participants. They will learn through discovery and also know to apply the course content to their actual jobs. providing an environment under which learning can take place.



FOLLOWING UP

COURSE OUTLINE

In this course, trainers and managers will learn the most important piece of their jobs...following up and communicating class activity.

COURSE OBJECTIVES

To teach the trainer and/or manager the art of communicating in class activity. They will learn the 4 Ways To Communicate, proper reporting (daily, weekly and monthly) and hosting follow up sessions. Assist trainers in marketing themselves and their departments.

TARGET AUDIENCE

All members of management.

EXPECTED OUTCOME

Trainers and/or managers will be able to communicate the daily/weekly/monthly activities of their classes as well as on going announcements of the teams actions. The team will be identified as the cornerstone of the organization's performance.



THE UNIFORM

COURSE OUTLINE

Outlined in this course are the appropriate and inappropriate ways trainers are to dress in front of their classes.

COURSE OBJECTIVES

To offer participants solid examples of ways to dress, wear their hair as well as ways to deal with perspiration and other forms of personal hygiene.

TARGET AUDIENCE

All members of management.

EXPECTED OUTCOME

Participants will provide a good example of how to present yourself in a professional environment as it pertains to dress.



TRAINING SKILLS

COURSE OUTLINE

This course addresses the specific ways trainers can sharpen their training skills. Topics include questioning techniques, classroom management, different forms of media (visual, audio and kinesthetic aids), as well as subject knowledge.

COURSE OBJECTIVES

Provide instructors all the tools necessary to properly train the adult learner and provide an environment where learning is free to take place. Help avoid mistakes and errors made by new trainers. Provide plenty of practical skills. Participants will possess delivery skills that actually motivate their classes, therefore promoting maximum learner participation.

TARGET AUDIENCE

New trainers that want to ensure that learning actually takes place with their adult learners. Anyone that trains to the adult learner.

EXPECTED OUTCOME

Participants will be trained according to their individual learning styles. They will also be introduced to an environment where learning can take place with little to no obstacles.



WHAT ADULT LEARNERS DON'T LIKE

COURSE OUTLINE

This course details the things that adult learners don't like and will prevent optimal learning. Topics include yelling and barking orders, subject knowledge and deceptive behaviors on the part of the trainer.

COURSE OBJECTIVES

Provide an environment where all participants can learn in an environment that is free of barriers and obstacles that can prevent learning from taking place.

TARGET AUDIENCE

New trainers that want to ensure that learning actually takes place with their adult learners. Anyone that trains to the adult learner.

EXPECTED OUTCOME

Trainers will be able to facilitate classes that are free from those obstacles and barriers that can prevent adults from learning.



LEADERSHIP –VS- MANAGEMENT

COURSE OUTLINE

This is the course that will separate the regular trainer from the Stellar Performance Trainer! This course details the tools needed to become a leader of people, and a manager of projects. Topics include, leadership vs management, habits of a good leader, reasons why trainers and managers fail to succeed, communication skills and giving and receiving feedback.

COURSE OBJECTIVES

To arm the trainer so they can ensure learning takes place and serve as an example of a leader for the rest of the company to follow. Will have the ability to determine causes and solutions to job performance problems. Participants will also be able to select the most effective instructional methods.

TARGET AUDIENCE

All members of management.

EXPECTED OUTCOME

Trainers will serve as the core of the management function through superior leadership techniques.



PRICE LISTING

<i>COURSE TITLE</i>	<i>ESTIMATED DELIVERY TIME</i>	<i>FEE</i>
Adult Learning Styles	7.5 HOURS	\$599.99
CAPCOM Communications	4.0 HOURS	\$399.99
Communicating Instructions	4.0 HOURS	\$399.99
Equitable Treatment	6.0 HOURS	\$499.99
Feedback	7.0 HOURS	\$599.99
Ready For Launch	4.0 HOURS	\$399.99
Real Life Applications	4.5 HOURS	\$299.99
Harassment	8.0 HOURS	\$599.99
Managing Diversity	8.0 HOURS	\$599.99
Workplace Violence	8.0 HOURS	\$599.99
Movement	4.0 HOURS	\$399.99
Off Site Training	3.0 HOURS	\$399.99
Rewards	3.5 HOURS	\$399.99
Substance Abuse	8.0 HOURS	\$599.99
Team Building	6.5 HOURS	\$599.99
The 3Is	5.0 HOURS	\$499.99
Follow Up	4.0 HOURS	\$499.99
The Uniform	4.0 HOURS	\$499.99
Training Skills	15.5 HOURS	\$1000.00
What Adult Learners Don't Like	7.0 HOURS	\$599.99
Leadership vs Management	13.0 HOURS	\$899.99



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