



### **Train-the-Trainer**

Our Train-the-Trainer Program includes the strategic selection of the “right” combination of the client’s operational leaders with some HR professional who initially participate in one of the beginning pilot programs for participants, and then join their T-T-T colleagues in a 3 or 4 day Program that includes:

- Re-Presentation of the workshop program to "trainees" who will serve as both participants, learners, and debriefers this first day, while also preparing themselves to be observers, evaluators, and trainers throughout the remaining program days.
- Overview of where we are, why we as potential diversity trainers are here, and the goals, expectations, and concerns for the next two days.
- Individual and group re-introduction and building of an in-house diversity trainer community of openness, trust, and mutual support.
- Why we're doing what we're doing - - review: a. Because it's the right thing to do; b. Because it's the necessary, quality professional thing to do; c. To improve the quality of work life for all organizational colleagues professionals; d. To improve the quality of professional communication, collaboration, and cooperation between and among all employees; e. To improve work team job satisfaction, innovation & productivity; f. To improve the quality of service to the organization’s diverse current and potential internal & external customers/clients
- Experiences, strategies and techniques to deal with future workshop participants’ levels of anxiety, resistance, and expectations as the Diversity Program begins.
- "Fast forward" recap of the workshop outline & workbook materials, including options for design and content adaptations for participant levels of employees, managers and executives, and for different functions and levels, additional training resources, and debriefing of "trainee" questions and concerns.
- Self-selected work teams to plan next days' simulated "roll out" and delivery. (Each group will take responsibility for presenting designated segments of the program for different levels and functions.)
- Presentation of each of the sets of program training segments by the "trainees."
- "Second chances" and constructive team critique comments, followed by self-selection by each "trainee" of her/his role in the next day's refined, polished workshop simulation.

### *Train-The-Trainer Program, continued*

- Presentation of Key Workshop Segments
- Refinement of the program design, plus sharing of additional group activities, video resources, and business examples for possible facilitation use.
  - Do's & Don'ts for diversity trainers, including techniques to avoid the possible pitfalls and to take advantage of the personal, professional, and organizational growth opportunities of diversity training.
  - Small group processing of: a. Overview of a workshop schedule and program flow; b. Additional participant information, guidance, clarification, and requests about PROCESS issues (including "do overs");c. Additional participant information, guidance, clarification, and requests about CONTENT issues, (including "do overs"); d. Identifying and sharing Client-specific examples for facilitators to integrate into the program.
    - e. "What if. . ." nightmare scenarios, techniques, and strategies to deal with the improbable and the unexpected. f. "If we are going to convince them, we need to be convinced." g. Facilitators' intellectual, political, ideological, psychological, emotional clarity, substance, or guidance needs.
- Presentation of Certificates of Completion and group affirmations & commitments.