



UNIVERSITY of NEW HAMPSHIRE
Professional Development & Training

December, 2011, through August, 2012, Workshops

that can be used towards the

Train the Trainer Certificate Program

These workshops are listed on our website at:

<http://www.learn.unh.edu/pcw/pd/sched.php?id=5#10>

Designing and Instituting Effective Needs Assessments

Manchester/286: CRN 452212, May 10, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

The goal of a needs assessment is to discover the present conditions, define the desired state, and identify gaps. A comprehensive business needs assessment is the foundation for your organization's training strategy. In this workshop you will discuss how to: design a needs assessment study in order to establish training needs; identify and design research tools to collect business needs (e.g. interviews, surveys, observation, consultations, work samples, external data); produce a final needs assessment report that describes the current and desired conditions and gaps. The identification of business needs is the first step in designing an appropriate training response. If you don't fully understand the situation, then you may miss an important concept or workflow that must be part of your training content and delivery. (This is part of the Train the Trainer Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Lynne Richards, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery.

» [Register Now](#)

Designing Training for the Adult Learner

Portsmouth: CRN 451212, March 15, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

This interactive workshop shows you how to incorporate adult learning principles and structure

into your training to trigger the senses, facilitate independent learning, and maximize performance, ensuring that adults get the most out of training. You'll learn to identify your own preferred learning style and the styles of others, and discuss how to design training that appeals to all types of learners. Training tools and techniques will include: using metaphors, analogies and stories; asking questions that promote learning; creating the right training atmosphere; and using memorable summaries and reviews. (This is part of the Train the Trainer and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Lynne Richards, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery.

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Engaging Training Participants

Portsmouth: *CRN 16248, December 7, Wednesday, 9:30 a.m.-4 p.m., .6 CEUs, \$220, lunch included*

Making training fun and interactive without sacrificing content is a challenge for all trainers. But gaining and keeping participants engaged when the material is policy and procedure review, mandatory safety training, or organizational orientation can be a challenge. Even more difficult is when you have "latecomers," "vacationers," "skeptics," or "prisoners" added to the mix. Discussions and activities will focus on creative alternatives to lecture, including games, puzzles, analogies, icebreakers, visual aids, and more. Learn how to design and deliver training with impact; invigorate a drowsy class with energizers; use openers and closers effectively; employ strategies and techniques to prevent or minimize the negative effects of challenging behavior. Break free and discover how you can create learning experiences that are unique, motivating, and memorable. (This is part of the Train the Trainer Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Lynne Richards, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery.

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Good Grammar: A Refresher Course

Portsmouth: *CRN 492212, May 8, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Grammar is often an obstacle for even the most intelligent and articulate of us. The way we handle-or mishandle-language seriously impacts our ability to do justice to our ideas. We want to be clear and compelling communicators, but we worry about being judged instead by our pronouns and clauses. It doesn't have to be that way! You can learn to competently apply the rules and customs of effective language without reliving the agonies of the sixth grade. This offers a review of the key points of grammar, with some attention to punctuation and style. You'll do a self-assessment of your skills and develop helpful strategies for continuous

improvement. (This is part of the Supervisory Skills, Train the Trainer, Communication Skills, Human Resources Management, and Sales Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Jim Milliken is a training consultant who specializes in communication, project management, and workplace skills. His clients include large and small corporations, academia, and nonprofits throughout New England.

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Making Online Meetings and Training Effective--from Basics to Best Practices--A Live Online Workshop Online: *CRN 151212, May 30 and June 1, Wednesday and Friday, 2-3:30 p.m., .3 CEUs, \$95*

Several factors today are influencing the way we do business. The global economy, the increased trend for businesses to locate projects and project teams around the world, the desire for multi-site businesses to train employees with the same set of standards and procedures, and the need to communicate 24/7 with stakeholders--no matter where they are located--have created a demand for the virtual office, virtual training site, and virtual meeting. For organizations, synchronous online gatherings have the advantages of being cost-effective, flexible, and environmentally friendly; for those attending they offer convenience, interactivity, and visual richness. This two-session, live, online workshop is both for those just beginning to investigate meeting or training online, as well as those who have made a start but would like to be more effective. You'll get acquainted with best practices for creating (or adapting) content, preparing for delivery, and keeping participants engaged. You'll also get some tips for choosing a delivery platform that is suited to your meeting or training needs, and you'll experience the techniques that make online sessions lively, productive, and fun. Just as there is an art to live, in-person communication, there is also an art to virtual communication, and this workshop will demonstrate how to make online meetings and synchronous (live) online training just as effective as face-to-face sessions--sometimes even more so! Whether the participants use a mobile device, a laptop, or a desktop computer, it is essential that communication be not only accurate, but also captivating enough to keep the participant engaged and "tuned in." The workshop will be conducted through the use of one of the more popular business applications for online delivery, so you will also get a better idea of how the technology works and the features that can be used to make your virtual meetings or training more engaging. During the first session you will cover: when to work online vs. on-site, choosing the right platform, and considerations for design and delivery. During the second session you will have a chance to practice: uploading slides, sharing documents, and using presenter tools. This workshop is geared to managers, supervisors, project leaders, human resource personnel, trainers, and any business professionals needing or wanting to communicate through online formats. (This is part of the Leadership & Management, Supervisory Skills, Train the Trainer, Human Resources, and Communications Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Marya Danihel, M.A., has been training adult business writers since 1989, when she joined one of the country's premier writing training firms, Better Communications, as an instructor. In 1998, she became the company's Director of Instructional Quality, and in this role created a variety of writing courses as well as trained other facilitators. She has taught across the U.S., in Europe, and online for clients including Deloitte, General Motors, Towers Perrin, Sony Electronics, Fidelity Investments, Genzyme, Mathworks, and the U.S. government. She has also written for many publications and edited business documents of all kinds, including nonfiction books. Currently she designs and delivers communication courses online as an associate of Hemsley Fraser U.S. and The Presentation Company.

» [Register Now](#)

Presentations without Panic

Manchester/286: *CRN 494212, April 17, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

For most people, the idea of making a presentation generates panic. In this workshop learn a step-by-step process that will help you turn that panic into poise. Learn how to identify your purpose, organize information for "flow," and design memorable introductions and conclusions. Learn how to analyze your audience and adapt your material accordingly, and get techniques for managing nervousness and developing your own style of delivery. (This is part of the Communication Skills, Supervisory Skills, Human Resources Management, Train the Trainer, Sales, and Grantsmanship Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

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Training Techniques: Content and Execution

Portsmouth: *CRN 453212, June 14, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Conducting training programs for adults requires specific skills and techniques. In order to create real behavior changes and transfer of knowledge, the workshop leader must do much more than just present information. This workshop will help you learn how to make your training a valuable learning experience for the participants. Topics include: matching the training objectives to the training need, building rapport, designing learning activities, encouraging and managing discussion, and using visual aids to increase learning. This workshop is appropriate for formal trainers as well as managers and professionals who want to train others. (This is part of the Train the Trainer Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

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