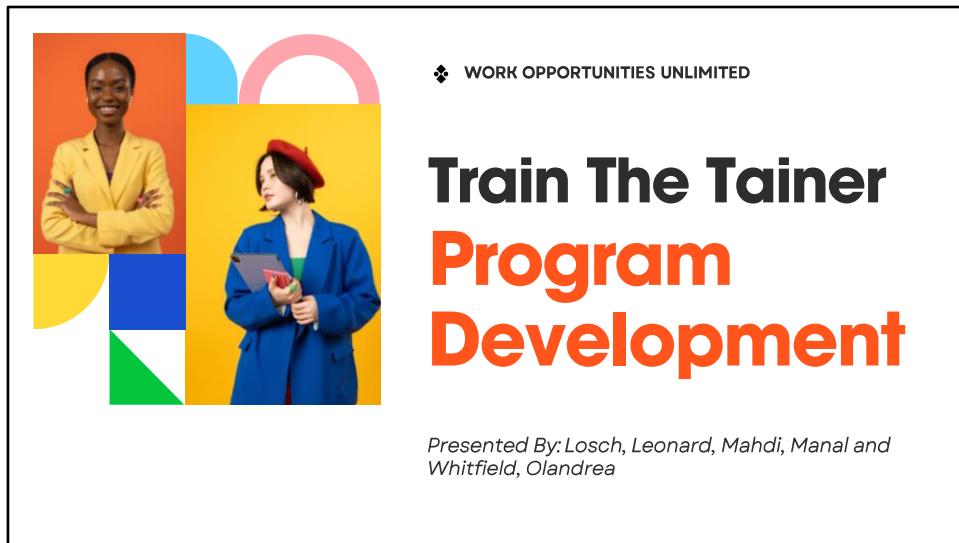




Hello everyone, today we are looking at the development of a Train the Trainer program for Work Opportunities Unlimited. First before getting into the meat of the presentation, we would like to thank both Southern New Hampshire University and Work Opportunities Unlimited for the opportunity to put together this presentation.



Work Opportunities Unlimited (W.O.U.) is a distinguished organization specializing in job placement and job training, catering to individuals encountering obstacles to employment. Established in April 1982 by the visionary Joe Leddy, W.O.U. has expanded its footprint to encompass multiple states along the East Coast, including Florida and Washington D.C.

About The Company

Key Highlights:

- A prominent community-based organization, W.O.U. operates seamlessly across eight states.
- We are dedicated to delivering tailored employment opportunities, accommodating individuals with diverse backgrounds, skills, and abilities.
- Our mission is succinctly captured in the phrase: "We create new opportunities for success in the workplace, every day."
- Acknowledged for our outstanding contributions, W.O.U. has earned distinctions such as being recognized as one of New Hampshire's Top Women-Led Businesses, Family-Owned Businesses, and among the Top 100 Private Companies by NH Business Magazine.

Meet Our Notable Employer Partner:

Shawna Demoree serves as the Recruiter and Training Coordinator, exemplifying W.O.U.'s commitment to fostering impactful collaborations and driving success in the realm of employment.

Here is some background on Work Opportunities Unlimited. W.O.U. operates across eight states and is dedicated to delivering tailored employment opportunities, accommodating individuals with diverse backgrounds, skills, and abilities. Mainly those who encounter obstacles to gainful employment. Founded in 1982 by Mr. Joe Leddy, W.O.U.'s footprint has expanded to include multiple states along the East Coast, including Florida and Washington D.C.

WORK OPPORTUNITIES UNLIMITED

Meet the TEAM



LEONARD LOSCH
Student
★★★★★

MANAL MAHDI
Student
★★★★★

OLANDREA WHITFIELD
Student
★★★★★

Here is the team that has put this presentation together from scratch, from the research to the final product we are looking at today. We are a diverse group from different backgrounds and different disciplines in higher education.

Key & Qualities Skills

01 COMMUNICATION SKILLS

Impact: A trainer with excellent communication skills can facilitate better understanding, fostering a positive learning environment.

Example: In a study published in the "International Journal of Training and Development," trainers who demonstrated clear communication were found to have higher participant satisfaction and knowledge retention.

02 ADAPTABILITY SKILLS

Impact: An adaptable trainer can modify their approach on the fly, ensuring that the training remains effective despite unforeseen circumstances.

Example: During a corporate training session, a sudden technical glitch occurred. An adaptable trainer seamlessly switched to a backup plan, minimizing disruptions and maintaining participant engagement.

03 SUBJECT MATTER EXPERTISE

Impact: A trainer's expertise enhances the quality of training, allowing them to answer questions, provide real-world examples, and offer valuable insights beyond the basic curriculum.

Example: In a study by Bersin & Associates, organizations with trainers possessing subject matter expertise reported higher training effectiveness and employee performance.

Here are some of the key qualities and skills that a trainer should possess and that management should lookout for.

Communication Skills:

Importance: Effective trainers must be able to convey information clearly and engage participants. Strong communication skills help in delivering complex concepts in a comprehensible manner.

Adaptability:

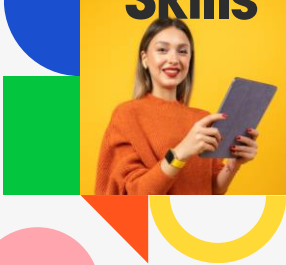
Importance: Training environments can be dynamic. Trainers need to adapt to diverse learning challenges, and technological changes.

Subject Matter Expertise:

Importance: Trainers must have in-depth knowledge of the subject matter to instill confidence in participants.

❖ WORK OPPORTUNITIES UNLIMITED

Key & Qualities Skills



04 EMPATHY SKILLS

Impact: Trainers who demonstrate empathy build rapport with participants, leading to increased engagement and a positive learning experience.

Example: A case study in the "Journal of Applied Psychology" found that trainers who showed empathy experienced higher participant motivation and satisfaction.

05 FACILITATION SKILLS

Impact: A trainer with strong facilitation skills can keep participants engaged, encourage collaboration, and ensure that the training objectives are met.

Example: In a workshop conducted by the American Society for Training and Development (ASTD), trainers with effective facilitation skills were associated with higher participant involvement and knowledge transfer.

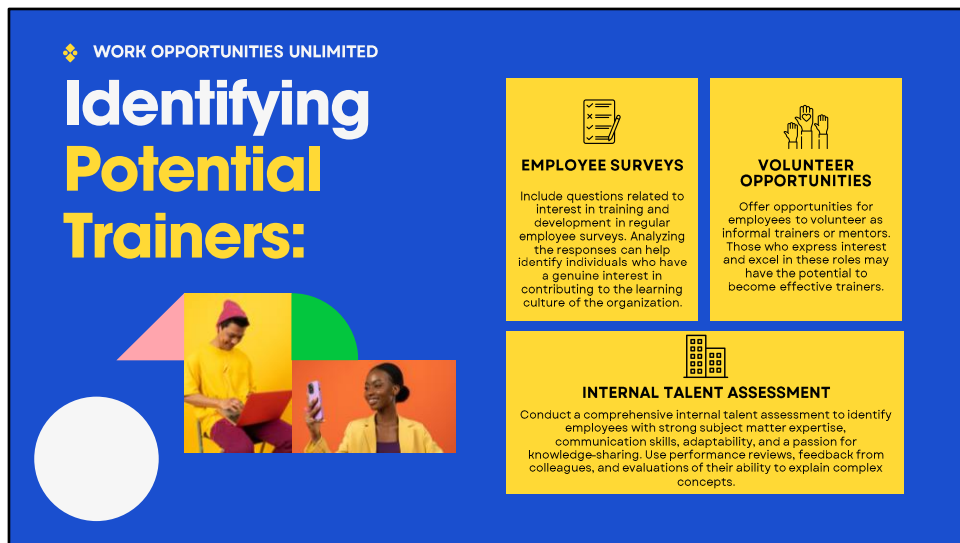
Here are some more key qualities and skills.

Empathy:

Importance: Understanding participants' perspectives and challenges is crucial for effective training. Empathetic trainers create a supportive learning environment.

Facilitation Skills:

Importance: Trainers need to guide discussions, manage group dynamics, and create an interactive learning experience.



Here are a few ways to identify potential trainers within the company.

Employee Surveys:

Strategy: Establish a schedule for regular employee surveys to gather feedback on various aspects of the workplace.

Approach: Provide employees with the option to submit anonymous feedback to encourage open and honest responses. Use a mix of quantitative and qualitative questions to gather comprehensive insights.

Inclusivity Focus: Include modules in the survey that specifically address diversity, equity, and inclusion. This ensures that the survey captures the opportunities of employees from different backgrounds.

Volunteer Opportunities:

Strategy: Open the floor to the organization for individuals who has an interest in becoming a potential trainers within the organization.

Approach:

Inclusivity Focus: Offer a range of volunteer opportunities that cater to various

interests and skills. Ensure that both office-based and remote employees, as well as those with different abilities, can participate.

Internal Talent Identification:

Strategy: Implement a systematic approach for identifying potential trainers within the organization. This may involve assessing employees' subject matter expertise, communication skills, and adaptability.

Approach: Conduct talent assessments, solicit recommendations from supervisors, and encourage self-nominations. Consider using tools like 360-degree feedback to gain a comprehensive view of an individual's capabilities.

Inclusivity Focus: Ensure that the identification process considers diverse skill sets, backgrounds, and perspectives. Provide resources to support underrepresented groups in showcasing their training potential.



Nurturing and Encouraging Potential Trainers:

Mentorship Programs:

Strategy: Establish mentorship programs where experienced trainers guide and assess potential trainers.

Approach: Match aspiring trainers with seasoned mentors who can provide guidance, share insights, and offer constructive feedback. Encourage ongoing dialogue and collaboration.

Inclusivity Focus: Ensure mentorship opportunities are accessible to individuals from all demographics. Promote diversity in mentor-mentee pairings to foster a rich exchange of ideas.

Nomination and Recognition Programs:

Strategy: Establish a formal process for nominating individuals as potential trainers, accompanied by recognition programs.

Approach: Encourage managers and colleagues to nominate employees who exhibit teaching potential. Recognize and celebrate these individuals through internal communication channels or awards.

Inclusivity Focus: Promote a culture where everyone feels encouraged to nominate, regardless of their position or background. Ensure recognition programs are equitable and inclusive.

Training and Development Programs:

Strategy: Offer training in various formats to accommodate different learning preferences and

schedules. This includes traditional classroom training, online modules, and interactive workshops.

- Skill Development Workshops:

Strategy: Offer workshops and training sessions to enhance the necessary skills for effective training, such as communication, facilitation, and adaptability.

Approach: Provide both online and in-person training opportunities. Collaborate with external trainers or utilize internal expertise to deliver specialized workshops.

Inclusivity Focus: Tailor training content to address the diverse needs and learning styles of participants. Include modules on cultural competence and inclusive training practices.

- Cross-Functional Projects:

Strategy: Assign individuals to cross-functional projects that require knowledge-sharing and training responsibilities.

Approach: Provide opportunities for employees to collaborate on projects where they can share their expertise with others. This can reveal natural trainers within the context of real-world tasks.

Inclusivity Focus: Ensure that cross-functional teams are diverse and inclusive, allowing individuals from various backgrounds to contribute and learn from one another.



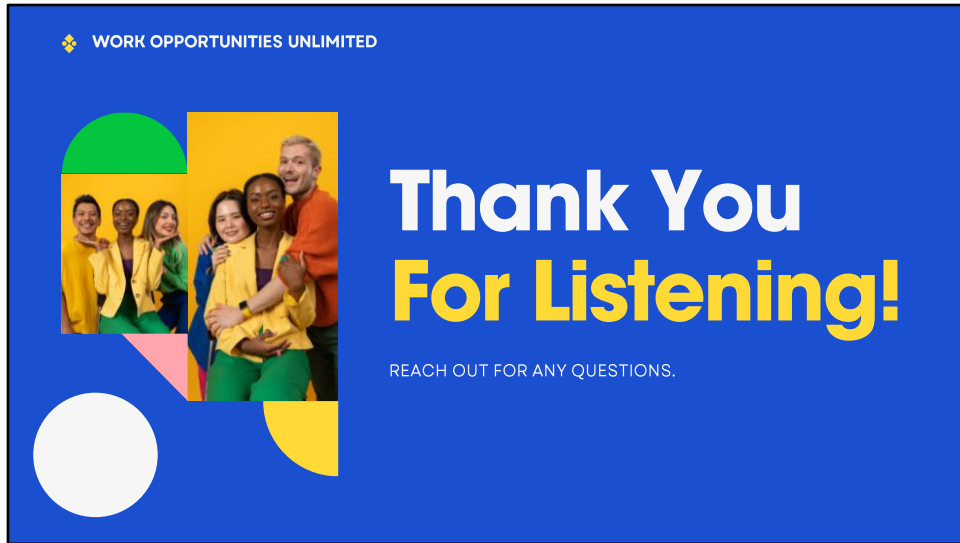
Here we see some of the competencies and essential knowledge that both trainers and potential trainers should possess. This includes skill-based expertise, technology proficiency, ability to be adaptable, knowledge and skill in learning theories, both verbal and nonverbal communication proficiency, skill in presentation of training materials, and instructional design skills.

 Tools and Methods for Measuring Trainer Impact and Training Outcomes			
PRE- AND POST-ASSESSMENTS	SURVEYS AND FEEDBACK FORMS	FOCUS GROUP DISCUSSIONS	OBSERVATIONS AND PERFORMANCE ASSESSMENTS
Purpose: Assess participants' knowledge before and after training.	Purpose: Gather participant feedback on the training experience	Purpose: Obtain in-depth qualitative feedback from participants	Purpose: Evaluate participants' on-the-job application of learned skills.
Method: Design pre-assessment quizzes to gauge baseline knowledge. Administer post-assessment tests to measure knowledge gained during training.	Method: Use surveys with Likert scales to measure satisfaction and perceived effectiveness. Include open-ended questions for qualitative insights.	Method: Organize focus group discussions with a diverse group of participants. Facilitate conversations about the impact of the training on their skills and performance.	Method: Implement workplace observations or performance assessments. Use rubrics or checklists to objectively measure application of training content.

Here are some of the tools and methods to measure the impact of training and the training outcomes: Pre- and post-assessments to look at the participant's knowledge before and after training. This can be done through pre-testing to gauge one's baseline knowledge and post-training assessments to gauge the level of knowledge learned during training. Surveys and Feedback. It is very important to get feedback from the participants so that if changes need to be made, they can be made. This includes using surveys with Likert scales to measure variables such as satisfaction and perceived effectiveness. For qualitative insights, open-ended questions should be used. Focus Group Discussions to obtain in-depth qualitative feedback from the training participants. This can be done by organizing focus groups with a diverse range of participants and facilitating conversations about the impact on the participants' skills and performance. Finally, there is observation and performance assessment. This is the most important as it provides an opportunity to give feedback in real-time and to provide coaching moments as training progresses and through post-training. This can include the use of rubrics or checklists for objective measurement of the application of training content.



This shows where the team retrieved the information necessary to put this presentation together.



Once again, we would like to thank Southern New Hampshire University and Work Opportunities Unlimited for allowing us the opportunity to put this presentation together and we hope this information will help in creating a Train the Trainer Program.