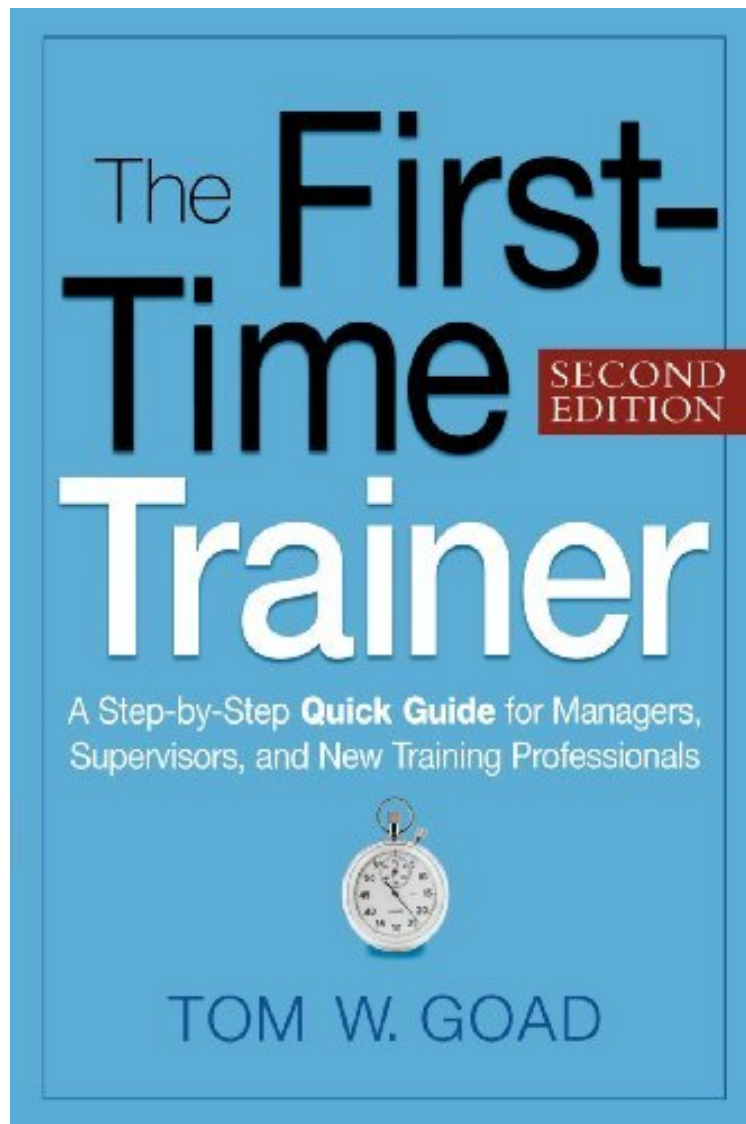


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The First-Time Trainer: A Step-by-Step Quick Guide for Managers, Supervisors, and New Training Professionals

Tom W. Goad

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Successful organizations depend on training to keep them viable...but in today's belt-tightening economy, managers are often asked to become expert training facilitators overnight. Faced with the challenges of diversity, a multi-generational workforce, and the many options made possible by technology and e-learning, even first-time trainers must be ready with the most up-to-the-minute techniques. Thoroughly revised, *The First-Time Trainer* is a concise, information-packed guide that will quickly transform readers into confident, effective trainers. Filled with real-world examples and dozens of field-tested tools, the book shows readers how to: Select media and delivery methods bull; Prepare and give effective presentations bull; Communicate with learners and get them involved bull; Ask the right kind of questions bull; Cope with behavior problems bull; Give and receive feedback bull; Put objectives to the test bull; And more Training is still the best way to make certain employees perform at their best. This user-friendly guide gets first-time facilitators training like pros in no time.

"Guidelines for learning methods, professional development, working with multiple generations, evaluation, and determining the return on investment are presented concisely and informatively." -- Business Journal (Central New York) From the Back Cover Your mission: to get a room full of participants ready to take on new challenges and responsibilities. The session is ready to begin. Are you prepared? How do you break the ice? Have you chosen the right exercises? What if no onersquo;s speaking up? How will you handle participants who are unruly or disengaged? And whatrsquo;s that you say? Yoursquo;ve never done it before? Today, you as a trainer are faced with more choices than ever to facilitate learning. Yoursquo;re dealing with a highly diverse workforce, with a mixture of younger and older workers, all of whom respond and learn differently. And with the latest possibilities made available by technology and e-learning, the possibilities are virtually endless. *The First-Time Trainer* provides you with a set of state-of-the-art skills for getting employshy;ees on board, engaged, and ready to learn. Updated with all new techniquesmdash;as well as including tried-and-true methods that workmdash;this revised edition provides you with the information and confidence you need to quickly get out there and train like a pro. Filled with real-world examples and dozens of field-tested tools, this concise, easy-to-flip-through guide shows you how to: prepare and give effective presentations bull; select media and delivery methods bull; communicate with learners bull; get people involved bull; ask the right kind of questions bull; cope with behavior problems bull; give and receive feedback bull; determine what to measure bull; and put objectives to the test Yoursquo;ll discover the eight key steps to effective training, and how to adapt them for the specific needs of your own learning environment. Whether yoursquo;re a new training professional, one whorsquo;s looking to brush up on important, fundamental skills and get up to speed on the latest advancements, or a manager or supervisor tasked with trainshy;ing others, this long-trusted book helps you get people learning in no time. TOM W. GOAD has 35 years of experience as a trainer and human resources development expert. He is widely published in the HR field, and is the author of the first edition of *The First-Time Trainer*, as well as the classic text *Delivering Effective Training*. About the Author TOM W. GOAD (San Diego, CA) has thirty-five years of experience as a trainer and human resources development expert. He is widely published in the HR field, and is the author of the first edition of *The First-Time Trainer* (978-0-8144-7942-1).