

You'll soon get the hang of it

The techniques of one-to-one training



A Video Arts production
featuring Hugh Laurie, Andy
Taylor, Chris Lerner and
Serena Evans.



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Titles in this series:

Absence minded: managing absenteeism
An inside job: meeting internal customer needs
Building the perfect team: Belbin's team role theory in action
Can you spare a moment?: counselling skills for managers
Demanding customers: customer care made perfect
Does the team work?: improving effectiveness through teamwork
First among equals: leading a team
Going to a meeting, part 1: messing up a meeting
Going to a meeting, part 2: meeting menaces
How am I doing?: the performance review
How to lose customers without really trying: keeping the customer satisfied
I wasn't prepared for that: overcoming the fear of making presentations
I'd like a word with you: the discipline interview
If looks could kill: the power of behaviour
It's your choice: selection skills for managers
Meetings, bloody meetings: making meetings more productive
More bloody meetings: the people side of meetings
Negotiating - tying the knot: a skill for life
No complaints?: complaints and the customer
Not my type: valuing diversity
On the receiving end: making call centres more effective
Performance matters: the importance of praise
Performance matters: the need for constructive criticism
Project management: leading a project team
Report writing: the art of writing a good report
Selecting the perfect team: utilising internal and external resources
Sell it to me! parts 1 & 2: essential skills for a salesperson
Straight talking: the art of assertiveness
Talking to the team: how to run a team meeting
Team spirit?: how to be an effective team member
Telephone behaviour: the rules of effective communication
The balance sheet barrier: the basics of business finance
The best of motives, parts 1 & 2: informing and involving
The dreaded appraisal: both sides of the appraisal interview
The grapevine: communicating in a world of change
The helping hand: coaching skills for managers
The paper chase: cutting back on paperwork
The unorganised manager, parts 1 & 2: damnation and salvation
The unorganised manager, part 3: divine intervention
The ultimate change show: managing change
The ultimate stress show: managing stress
Who sold you this, then?: effective after-sales service
You'll soon get the hang of it: the techniques of one-to-one training

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GTW-1-GTW-10 Group training workbook*

SSW-1-SSW-17 Self-study workbook*

OHP-1-OHP-8 Presentation 'slides'/OHPs*

Certificate*

*Copies of these resources are also available electronically to allow you to customise them to your specific requirements and to print the required number of copies from the master for the sole purpose of the training envisaged by the programme, and not for any commercial purpose.

Video-based training from Video Arts

Congratulations on choosing **You'll soon get the hang of it** from Video Arts to help develop the skills in your organisation. Video Arts is recognised as the world leader in video-based training, with over 30 years' experience in staff development. With more than 250 video, DVD, e-learning/on-line programmes covering all the essential skills of business, you can remain confident that training with Video Arts is the most effective way to improve the skillset of the people within your organisation.



The presenter, Hugh Laurie, explains that preparation and understanding are keys to effective training.

Why train?

Train hard, fight easy - Marshal Zhukov

These days, it is difficult for organisations to become successful and stay that way. The pace of change is faster, competition is tougher, customers are more demanding, innovation is more prized, but harder to achieve.

Part of the response has been to create leaner, flatter, more flexible structures, but structures don't run organisations and create success, people do - intelligent people, energetic people, reliable people and, most of all, people with the right mix of up-to-date knowledge and skills.

That means people who are trained, not for a lifetime's work, not just once in a while, but as a central, continuing part of their working lives.

Why use video-based training?

Video is familiar. Television is how most people find out what is going on in the world. It is not surprising that this is a medium they are comfortable to learn from when they are being trained.

Video makes demonstration easy. We can show situations being handled badly. We can contrast that with how to handle them well.

Video is flexible. It can be the cornerstone of a course run for a group by a specialist trainer. It can quickly provide simple, clear lessons for a team whenever it is convenient for them. It can bring interest and enlightenment to a self-study programme.

Video injects realism. It lets us present those being trained with emotional, as well as rational, problems to solve. Ask a group '*how would you deal with an angry customer?*' and you will get a tidy, textbook answer. Use video to confront them with an angry customer and you will get a much more realistic reaction.

Video provides variety. Different people learn in different ways and none of us have an infinite attention span. Video provides us with a powerful means of injecting variety into our training.

Why use Video Arts' programmes?

Winston Churchill once said that he loved to learn, but hated being taught.

That is the secret of successful training: how to help people who want to learn. We do it by combining:

A storehouse of professional knowledge and expertise, developed over 25 years and drawing on some of the best minds in the business.

The highest possible production values, both in the videos we produce and in the support material that goes with them.

The magic ingredient - humour - which can make a delight of the dullest subject.

Introduction

To survive and prosper in a world of rapid change and rising customer expectations, organisations have continuously to develop the knowledge and skills of every single person they employ.

This is no longer a task that can be left entirely to professional trainers. Not only does increasing pressure on costs mean that few organisations can afford large departments of training specialists, the pace of working life often dictates that when individuals need training they need it quickly. Both these reasons make it essential that all managers, and many experienced staff members as well, are able to deliver competent one-to-one training sessions when and where the need arises.

The **You'll soon get the hang of it** training programme will help to develop that competence by giving those taking part in it an understanding of how to prepare, structure and deliver effective one-to-one training and the opportunity to improve their training skills.

Objectives

Those who work their way through the **You'll soon get the hang of it** training programme will be able to:

- Systematically prepare to deliver one-to-one training
- Structure training to support effective learning
- Deliver training in ways which motivate those on the receiving end
- Devise an Action plan to improve their training skills

Using You'll soon get the hang of it

- **Dual use.** The programme can be used either as a conventional training course with a small group or for self study by individuals. The pack contains guidance and appropriate materials for each use
- **Electronic resources.** Most of the support materials, such as OHPs and the workbooks, are supplied electronically. This makes it easy for you to customise them to your specific requirements and allows you to print as many copies as you need for group or individual use

The target audience

The programme is designed for anyone in an organisation who may have to deliver one-to-one training.

Eight to twelve is the ideal group size.

The course leader

You do not have to be a professional trainer to lead a group through the programme. Line managers will be able to deliver this course with confidence by using the materials and detailed guidance provided.

Further resources

Other titles available from Video Arts which will help you improve one-to-one training skills in your organisation include:

- **Feedback for performance: giving and receiving information** We all need feedback - recognition when we are doing well, guidance when we could be doing better. This Melrose programme shows how to give and receive feedback in a variety of situations. As well as an 18-minute drama it contains 30 short video triggers
- **The coach: the manager's role in helping others achieve** In this Melrose programme a fictional manager learns from his former football coach how to help his team learn by using the STEER approach - Spot opportunities, Tailor training to the individual, Explain and demonstrate, Encourage and Review progress
- **The coaching pocketbook** This is one of the hugely successful Management Pocketbook series
- **The helping hand: coaching skills for managers** Understanding the importance of coaching and then learning how to coach is not easy. John Cleese plays the presenter of a video on coaching showing a manager, played by Robert Lindsay, how to go about it

What the pack contains

The You'll soon get the hang of it video

You'll soon get the hang of it is narrated by Hugh Laurie. Using a series of examples, he illustrates and explains the three essential aspects of any one-to-one training session.

First comes preparation, without which training cannot be effective. Trainers must decide on the training points to be covered and the logical order in which to do so. They must think about those they are going to train, both what they need and what they know already.

Next comes structure. The trainee must understand the context within which the task being trained fits, the training itself must be delivered bit by bit so that it is digestible, and the trainee must be given time and opportunity to practice before being expected to carry out the job alone.

Finally, training should be delivered in a way which encourages the trainee to learn. Hugh illustrates three important 'nudges' - providing incentives, offering encouragement and congratulating the trainee on progress made - which help individuals to want to learn.

Course leader's guide

- An outline of a half-day programme
- How to prepare the programme
- A detailed session plan. This tells the course leader precisely what to do and which resources to use in each session of the programme

Group training workbook

This workbook allows those taking part in a group training course to record the conclusions they reach during the various sessions and the actions they propose to take as a result of the course. The workbook is supplied in an electronic format.

It also contains a copy of the course objectives and programme and a set of notes which summarise the main points of **You'll soon get the hang of it.**

Self-study workbook

This workbook, which is supplied in an electronic format, contains detailed instructions which enable individuals to work systematically through the programme. Users are prompted to record their answers to questions about what they have seen and to produce an Action plan.

The workbook also contains a set of notes which summarise the main points from **You'll soon get the hang of it.**

Links to NVQs

Both workbooks contain a checklist of material which those who have taken part in the programme should collect, such as examples of communications briefs on specific projects. These will form a portfolio of evidence which they can use to support a claim for competence in elements of NVQs.

Presentation 'slides'/OHPs

These are master copies supplied in Microsoft® PowerPoint® on computer disk for printing onto acetate or for use as a computer-driven 'slide' show.

Certificate

Supplied in Microsoft is a blank certificate which users can customise and issue to those who have completed the course based on **You'll soon get the hang of it.**

Computer disks

As explained above, the computer disks contain copies of:

- Objectives and programme (Microsoft® Word®)
- Group training workbook (Microsoft® Word®)
- Self-study workbook (Microsoft® Word®)
- Presentation 'slides'/OHPs (Microsoft® PowerPoint®)
- Certificate (Microsoft® Word®)

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Course leader's guide

Course programme

How to prepare the programme

Session 1 Introduction

Session 2 One-to-one training: preparation and structure

Session 3 One-to-one training: delivery

Session 4 One-to-one training: practice

Session 5 Action plan



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Course programme

This is a suggested programme for a half-day course based on *You'll soon get the hang of it*.

You may choose to incorporate additional sessions to cover key points specific to your organisation, or just take elements of the course and run a series of short sessions covering each aspect of *You'll soon get the hang of it* individually.

If you would like help in facilitating this course or in adapting it to your specific requirements, call Video Arts Training Services. An experienced training consultant can advise you or, for an agreed fee, design and run a course for you.

Video Arts Training Services can be contacted at:

Video Arts Limited

Tel: 020 7400 4800

email: info@videoarts.co.uk

The programme overleaf is an outline of the course.

Each session is covered in detail later in the Course leader's guide.



The video features Hugh Laurie.

Session no.	Session content	Approx. timing
Session 1	Introduction and objectives <ul style="list-style-type: none">• Welcome and housekeeping• Objectives• Structure of the course	<i>10 mins</i>
Session 2	One-to-one training: preparation and structure <ul style="list-style-type: none">• Video excerpt• Discussion• Exercise	<i>1 hour 15 mins</i>
Break		<i>15 mins</i>
Session 3	One-to-one training: delivery <ul style="list-style-type: none">• Video excerpt• Discussion	<i>30 mins</i>
Session 4	One-to-one training: practice <ul style="list-style-type: none">• Exercise• Discussion	<i>1 hour 40 mins</i>
Session 5	Action plan <ul style="list-style-type: none">• Action plans• Course summary	<i>10 mins</i>
Total:		<i>4 hours (including break)</i>