

PTT Training Tips

Development

Getting Started

1. Conduct a Needs Assessment.
2. Address all learning styles.
3. When writing curriculum, do a brain dump for 5 minutes. Clear your head of any and everything on your mind prior to becoming focused on the task at hand. It's pretty funny to look back at the brain dump and try to make sense of all the Hodge Podge of thoughts. You may get a good giggle!
4. Use the current PG Style Guide to make sure the document you are working on has the correct styles formatted. Especially when updating old course material that have old styles.
5. There are lots of good times from throughout the years located on the Trainer's Resource webpage under Tech Tips. Tips are related to:
 - a. Images
 - b. Editing and Formatting
 - c. Revising and Reviewing Documents
 - d. File Management
 - e. Microsoft Outlook

Visuals Development

1. Use the color wheel when designing materials.
2. Use visuals only when they add to/support the learning point(s).
3. Use plenty of white space.
4. Use [remove.bg](#) when you need to remove backgrounds from images. Use color coding to help reinforce points where appropriate. For instance, if you are talking about income and assets, assign a color to each that you can continue to use to highlight each one in sentences, scenarios, etc.

Curriculum Specific

1. Begin development with objectives, then activities, then content/lecture.
2. Start and finish strong. The opening gets learners interested. People remember the last thing they heard.
3. Limit lecture to small chunks.
4. Don't forget to use the Style Guide when developing/updating materials. PTT created standards to help you, and keep our materials consistent.
5. Not sure how to determine Style Guide Heading Levels? Use the table of contents for help. Look to see if the headings display in logical order with heading 1 as the main topic area, heading 2 underneath that as a sub-section, and so on. Then, you can compare the TN and PG tables of contents to see if they match up across documents.
6. Incorporating simple game elements into learning adds variety, aids in memorization, and energizes learners. The Dollar Tree has a variety of options such as dice, dry erase boards, spinners, cards, etc. Something as simple as learners rolling a die to determine which number question they have to answer can add a fun element to class.
7. Use Microsoft Word's Read Aloud feature as one of your last steps when writing curriculum. It helps to easily recognize if you are missing some words or if what you wrote needs clarification.
8. Tip to avoid writing in passive voice – Search your document (Ctrl+F) for these words: will, could, should, would, to be, has been, have been, etc. Edit the sentence to not include those words, sometimes the whole sentence has to go. That's ok, because most of us write in passive voice and edit to active voice.
9. Don't be afraid to suggest an edit or a change. We don't work in a silo, we're a team. It takes all of us working together to develop and present a quality training product that is effective, engaging, and enjoyable.
10. Save your work often.
11. Back up your working files to another computer, removable media, or cloud storage on a periodic basis.

PowerPoint Specific

1. Name objects on a PowerPoint slide when the slide has a lot of objects and when building multiple or complex animations.
2. Customize your PowerPoint quick access toolbar. It is a huge time saver!
3. Use the Align tool in PowerPoint to neatly arrange your material. Format painter is great too, along with animation painter. Don't be afraid to look at other peoples work and steal, I mean incorporate, their ideas into your own material. Add attribution when required.

Delivery

1. Arrive for training 30-60 minutes in advance to double check your equipment, connections, etc.
2. To release nervous energy before training you can do something physical (run in place or down the road – just don't be late for training, jumping jacks, dance party) or blast music and sing along or even scream. When that is not possible (i.e. you don't want the learners to think you are crazy), take deep breaths and count up to 5 and then back down to 1. Repeat as needed.
3. Do not go over your scheduled time. Most folks will tune out after that, as they're worried about how the delay will impact the rest of their schedule.
4. Start on time. End on time.
5. Never keep trainees longer than listed ending time.
6. Be clear and concise, severely limit extra words and fillers.
7. Summarize key point after every section.
8. Debrief
9. Make a transition to real life.
10. Provide resources.
11. Don't forget to introduce yourself to learners right away. Don't just start taking like you have known each other for years!
12. Explain what learners are going to see, what they should do, what they are looking for in multimedia.
13. Involved learners – people don't learn by watching, they learn by doing.
14. Analyze as you go, adjust as needed.
15. Don't be afraid to make a mistake. Learners don't know what was supposed to happen and chances are the mistake doesn't matter anyway.
16. Remember the learners (and co-trainers) are a reflection of your mood/attitude. When you are grouchy, sad, sleep, the learners naturally reflect your attitude. Try to be upbeat, friendly, talkative, and excited.
17. Talk clearly and at a normal pace. Add emphasis when appropriate. Speed up or slow down based on the material. Pause between sentences explaining complex ideas to allow learners or the other trainer to ask questions or add an experience. I pause and count in my head to 3 and then start the next sentence. Add these notes to your TN to remind yourself what you are trying to accomplish. Think of it as a performance. Make marks in your TN when you need to find a spot quickly. I have marks that start the next point. My eye easily catches that mark and knows that's the next thing I want to say.
18. Develop your own trainer stance. Whether online or in person, your body language is part of the performance. Think about the quirks presenters do that both you then ask yourself, "What quirks do I have that I haven't controlled yet?" Then stop doing them...flipping hair, clicking pen, pointing, wild hand gestures, not looking at people or only looking at one person (creepy), looking at the floor, or not looking up from your notes.
19. Observe how other people train. You'll receive so many tips, tricks, and ideas. Then, develop your own unique style of presenting.

20. Be respectful of trainings going on in adjacent rooms.
21. Address disruptive behavior for the sake of all the other learners.
22. Show up/be there!
23. When putting learners into groups that need to report out, find ways to help them designate their reporters. Some examples could be the person who woke up the earliest, the person who has been in the job the longest, the person with the most letters in their name, etc. This adds an element of fun for learners, but also helps eliminate groups from having to spend a lot of time finding a volunteer or from them not having one when it comes time to report out.
24. Instead of asking, "Do you have any questions?", try "What can I clarify for you?" or "What questions do you have about _____?".
25. Be sure to have, and use, multicolored markers on white boards.
26. Clearly label your poster/permanent markers and your whiteboard markers.
27. Don't use your planner with a plastic cover to block the LCD projector. There will be smoke.
28. Bring chocolate or partner with a trainer who does.

Prep Work

1. Be prepared and organized, but be willing to deviate from the plan if necessary.
2. Know your audience.
3. Practice!
4. Practice – Be sure you know how each section of a training is supposed to go.
5. Prepare, prepare, prepare. The more time we spend preparing for training and getting familiar and comfortable with the material, the more natural we'll sound and the smoother the training will go.
6. Things are unpredictable. Plan for it.
7. Always be prepared to train by yourself.
8. Communicate with your co-trainers. It is also helpful to go through the training with them and to practice what to do and how to do it.
9. Have a backup plan for anything that requires technology.
10. If possible, visit the training site prior to the training to set up, know where parking is, and locate restaurants for lunches.
11. If you have a piece of equipment, always bring it because you never know when a back up is needed.

Virtual Delivery

1. If you feel like your energy is lagging, stand up while you're talking.
2. When training virtually or recording audio stand up.
3. Talk with your hands just like you would if you were in person. This is a simple way to sound more natural and conversational, and less like you are reading from a script.
4. During virtual training when you have children, be sure they know when you are going to be on camera. If not, your co-workers and learners may see some interesting things!
5. If you are doing a virtual activity with your camera on, make sure you test out where your camera will hit (if standing) before the virtual class starts.
6. In the Zoom chatbox, look who you are sending messages to. If you send a direct message to one person and then want to send something to someone else or everyone, it will default to the previous direct messaged person.
7. Watch the chat box, but don't stop midsentence when a chat comes in. Same for when someone raises their hand. Most questions and comments can wait until the end of the section or at least until you complete your thought.
8. When using the general Zoom accounts, don't forget to log out right away. Otherwise, you start searching for a meeting that doesn't seem to exist.

Evaluation

1. Disregard the best evaluation, disregard the worst.
2. Don't create an evaluation if you are not going to use it.
3. Use evaluation for improvement.

Travel

1. Always travel with extra clothes because the training must go on. Things spill and accidents happen.
2. Tylenol, Excedrin, Tums, Imodium, Band-Aids, wet wipes – should all be part of a trainer travel bag.
3. Join hotel clubs for rewards.
4. Get to know the names of the front desk staff and managers to build relationships to assist with reservations and problems.
5. Make sure important things are easy to grab in the event of a fire alarm evacuation.
6. Set yourself a budget when traveling. Trainers have, but don't have to, keep a local economy going.
7. Soda cans can explode in your vehicle in the summer and the winter.
8. When traveling in the winter time, make sure your rental vehicle has an ice scraper!
9. Semi's are great to follow in a blizzard on an interstate.
10. Don't leave your laptop or other electronic equipment in your car during the winter months. The connections freeze and when they start to thaw, they can short out due to condensation.
11. If weather is going to be a factor, travel the day before the training, or stay an extra night if needed.
12. Supervisors who you get in a car accident with are very forgiving, but I don't recommend it.

Other

1. Co-trainers should never eat the same meals.
2. The mind never forgets what the heart remembers.
3. I can't teach you anything. I can only help you learn.
4. We don't train, we facilitate an experience. We don't teach content, we teach people.
5. We have no right to call ourselves professionals if we are not professional learners.
6. Continue learning. Read a book on something you are passionate about. Attend a conference. Always continue to get and gather new ideas.
7. Take advantage of professional development opportunities.
8. No matter how hard you fall, just get up and walk it off!
9. If a food cart outside a training venue looks confused when you order their food, they are probably not a food vendor.
10. Don't let too many people know of the great time you had team training with someone because your team may be divided in the future.
11. Research by the National Training Laboratory (World Bank, n.d.) shows that the amount of new information learners retain depends on how the information is presented. Here are the retention rates for seven common ways of teaching new information:
 - a. Lecture – 5%
 - b. Reading – 10%
 - c. Audio-Visual – 20%
 - d. Demonstration – 30%
 - e. Discussion – 50%
 - f. Practice by doing – 75%
 - g. Teaching others – 90%
12. Store your flipchart paper under the mat in your trunk.
13. If you are working on a project and it's taking you longer than 10 minutes to figure something out, reach out to someone that can help.
14. Don't be afraid to ask for help. PTT has lots of experience.
15. Don't hesitate to ask questions. It's ok to not know something. Reach out to the team and you'll get a lot of wisdom from the crowd.
16. Be adaptable. Whether it's in a training or just work in general, our best made plans may not always come to fruition. Roll with the changes! Sometimes the best things happen when we change course.
17. Remember your why. Why we do what we do impacts the families and children of Wisconsin.
18. We're a team and don't forget that you are an important and critical part of the success of the team. What you do matters and you're great!
19. When recording audio, make sure you have new jewelry on, or your headset doesn't creak when recording! Any sound will come across in the recording.
20. Be on time for meetings and workgroups. It maintains the PTT professionalism impression.