

DESIGNATED TRAINER PROGRAM



OBJECTIVE

- The Designated Trainer Program is designed for companies who would like their own in-house trainers to deliver the OTEC Service Excellence series of training workshops*

WHO SHOULD ATTEND

- In-house Trainers

SESSION DETAILS

- Two full day sessions
- Between 6-12 participants
- Interactive format
- Take-away resource guide and trainer resources

BENEFITS TO BUSINESS

- Provides participants with specific tools and techniques needed to effectively deliver OTEC programs
- Organizations take advantage of the flexibility and cost-effectiveness of using their own in-house trainers

*Eligibility requirements

PROGRAM AT A GLANCE

Designed for organizations that train more than 50 employees per year and would like to deliver OTEC’s flagship “Customer Service Excellence” program or series of workshops in-house. Trainers will gain a solid understanding of adult learning principles and will discover how to create a learner-centric environment. Organizations will benefit through increased employee participation, theory retention and support in efforts to create a ‘service culture’.

Prerequisite

Service Excellence Program (In-house trainers are required to participate in the Service Excellence workshop before receiving final accreditation as a Designated Trainer)

Day 1

Designated Trainer Program - Orientation
 Adult learning principles
 Learning styles
 Trainer guide review
 Assignment and Preparation Time

Day 2

Designated Trainer Program - Delivery
 Techniques to handle difficult participant situations
 15 minute mini-module delivery
 Evaluation and Feedback