



Suggestions for Effective Training Sessions

Be prepared

- ✓ Plan the training in detail, but be flexible during the session
- ✓ Schedule coffee and lunch breaks
- ✓ Make cards with key points on them to help your memory and to keep track of where you are

Make it inviting

- ✓ Offer coffee, tea and goodies at the beginning
- ✓ Fill out name tags
- ✓ Hand out an agenda with break times included, or post it where it can be seen
- ✓ Point out bathrooms, emergency exits and telephones

Break the ice

- ✓ Introduce yourself
- ✓ Invite participants to share their names and the answer to an easy ice-breaker question (i.e. What interests you about this topic?)
- ✓ Or, ask each participant to find someone they don't know and exchange names and an interesting fact about themselves. Have them introduce each other – it's easier than introducing oneself!
- ✓ As you go, write names on a flip chart in the order people are seated to give a visual aid to remembering names

Get everyone thinking

- ✓ After you introduce the topic, collectively brainstorm (i.e. excellent vs. bad customer service). Tick off points as you cover them, or talk about the list at the end

Change it up to keep it interesting

- ✓ Have someone else explain or demonstrate a point
- ✓ Get people moving
- ✓ Try working in pairs or small groups and role play (i.e. come up with a way of approaching customers). Have one spokesperson from each group share their findings or let them demonstrate
- ✓ Jot down and then later type up the suggestions to give to participants

More Suggestions ...

We gratefully acknowledge the financial support of the Province of British Columbia through the Ministry of Advanced Education and Labour Market Development as provided by the Canada-British Columbia Labour Market Agreement.





Suggestions for Effective Training Sessions continued . . .



Get specific

- ✓ Talk about products specific to your business and have participants try out an activity (i.e. tag products and place them in the appropriate location or explain the key ingredients in an entrée)

Wrap it up

- ✓ Give participants a chance to offer feedback by using a brief evaluation form
- ✓ Ask: what did you learn today, what was most useful, least useful, and how could the training session be improved
- ✓ Remember to type out and distribute the suggestions that came out of your session
- ✓ Note any changes you would make, so your next session will go even more smoothly

Notes for future training sessions:

We gratefully acknowledge the financial support of the Province of British Columbia through the Ministry of Advanced Education and Labour Market Development as provided by the Canada-British Columbia Labour Market Agreement.

