



Taskforce 'Train the Trainer' Training (for Field and Operations Users)

@Road delivers two Taskforce 'Train the Trainer' courses – for Field Users and for Operations Users. These are premium courses, which enable a customer's own training team to train end users and therefore to scale up the Taskforce implementation. The training focuses on key areas including:

- What are the key learning points for users, and how are they best trained out?
- How is the Taskforce training environment operated?
- What are the 'must know' points that it is essential for end users to understand?
- What questions should trainers anticipate from delegates and how should they be addressed?

Who should attend?

This course is designed for a customer's own team of experienced trainers. The ideal delegate group size is 4.

Duration and Delivery

The courses vary in duration, with the Field 'Train the Trainer' being 3 days, and the Operations 'Train the Trainer' being 8 days' duration, assuming that the delegates have prior knowledge of the Taskforce system.

Presentations, exercises and demonstrations are used to provide an effective and enjoyable learning environment. During the course, delegates practice delivering the material and will receive feedback from their colleagues and from the @Road trainer. The course is generally delivered at a customer's premises, and requires normal training room facilities, including a whiteboard, flipchart, projector and screen.

Course Content

- Fast delivery of the normal training course
- Overview of exercises and model answers
- Operating the Taskforce training environment
- Review of training materials
- Frequently asked questions to anticipate

Training Outcomes

By attending the course, delegates will be able to:

- Deliver Taskforce Field or Taskforce Operations User training
- Operate the Taskforce training environment
- Use the supplied training materials to the best effect



Pre-requirements

It is essential that delegates are experienced trainers, as this training focuses on Taskforce knowledge and skills and does not cover generic training techniques.

The appropriate Taskforce training environment (i.e. that to be used for the end-user training) must be available, and the mechanism for training business processes to end users must have been agreed, as this is not covered during the 'Train the Trainer' courses.

Booking

To book a place on this course, please contact your account manager, or the @Road training team on +44 (0)1473 696300.