



# The First-Time Trainer: A Step-by-Step Quick Guide for Managers, Supervisors, and New Training Professionals

*Tom W. Goad*

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Successful organizations depend on training to keep them viable...but in today's belt-tightening economy, managers are often asked to become expert training facilitators overnight. Faced with the challenges of diversity, a multi-generational workforce, and the many options made possible by technology and e-learning, even first-time trainers must be ready with the most up-to-the-minute techniques.

Thoroughly revised, *The First-Time Trainer* is a concise, information-packed guide that will quickly transform readers into confident, effective trainers. Filled with real-world examples and dozens of field-tested tools, the book shows readers how to:

Select media and delivery methods • Prepare and give effective presentations • Communicate with learners and get them involved • Ask the right kind of questions • Cope with behavior problems • Give and receive feedback • Put objectives to the test • And more

Training is still the best way to make certain employees perform at their best. This user-friendly guide gets first-time facilitators training like pros in no time.



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