

# TRAIN THE TRAINER, Fall 2017

Starts October 30  
Ends December 4

Meets four  
Monday's  
Final  
Presentations  
12/4

GPCA Office  
Norcross  
2034 Beaver  
Ruin Road.

Would you  
benefit from this  
program?

If you wear any of these  
hats, you will  
benefit personally and  
professionally from the  
lessons you learn in this  
program:

- 1 Supervisor
- 2 In-house Trainer
- 3 Technical Director
- 4 Manufacturer Representative
- 5 Customer Service Representative
- 6 Sales Staff
- 7 Manager
- 8 Distributor

"I would recommend this class to all managers, salesmen as well as technicians. This class has helped me deal with customer and employee complaints, delivery of a sales presentation—and—prepare a program for CEU. It far exceeded my expectations.

*Danny Nix,  
Branch Manager  
Arrow Exterminators*

2034 Beaver Ruin Road, Norcross, GA 30071  
770-417-1881

## INSIDE THE TRAIN THE TRAINER PROGRAM



### What you will learn in the Train the Trainer Program:

- 1 Write instructional objectives
- 2 Develop exercises and tests
- 3 Determine course content
- 4 Set up classroom properly
- 5 Deal with nervousness and anxiety
- 6 Examine learner's background to properly target a course
- 7 Apply principles of adult learning
- 8 Employ effective speaking skills
- 9 "Read" the group and adjust the program to their needs
- 10 Ask and answer questions properly
- 11 Deliver effective lectures
- 12 Give demonstrations
- 13 Promote learner participation
- 14 Administer exercises and tests
- 15 Give feedback to learners
- 16 Conduct effective small group activities
- 17 Use audio-visual aids professionally
- 18 Handle problem participants and situations
- 19 Display overall appearance and knowledge of subject matter
- 20 How to get a course approved

### HOW MUCH, WHERE AND WHEN

- \$475
- GPCA Office, 2034 Beaver Ruin Road, Norcross

Meets for 4 sessions,  
1:00 - 5:00 PM

Call the GPCA office for  
additional information  
(770)417-1881.

## BUILDING SELF-ESTEEM

When the requirements to present approved training escalated, the main outcry from the industry was "help us meet the State's demands".

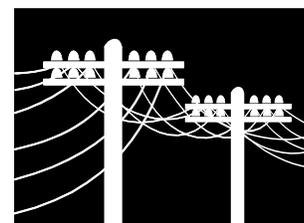
To this end, the GPCA Education committee developed a comprehensive state-of-the art "Train the Trainer" program that satisfied the State's goals. The Structural Pest Control Commission revamped their requirement list, accepting our Train-the-Trainer Program as the standard.

But something else happened when the first Train the Trainer Program was offered. The program turned out to be a way to overcome stage fright,

respond to unexpected questions, be organized and prepared—and offer an informative, educational and *enjoyable* program to students.

The first class had lots to say about their experience, mainly that they took the class to be able to do training—but it was so much more. If you talk to customers, do training, manage employees this program will help you enjoy your work and improve your performance.

**Note: This training is a members only service. If you are not a member, please check with the GPCA office for information on membership.**



Learn how to connect your thoughts, develop your program and accomplish your goals