



Learning the art of technical training facilitation

# Train the Trainer

## Program

Standardizing technical excellence and instructional mastery

Interested? Contact us

[training@mircomgroup.com](mailto:training@mircomgroup.com)

# Intent of this Section

What this section accomplishes for the Mircom product user, for Mircom as a company, and why a structured TTT is essential to the customer experience.

## Audience

For end-users who deliver Mircom product training internally to their own teams.

### For the Product User

**Trainers who know the product and how to teach it.**

The next pages prepare end-users to deliver Mircom training to their own teams with **consistent product accuracy and proven facilitation technique** — so every learner walks out with the same operational confidence, regardless of which internal trainer led the session.

### For Mircom as a Company

**Brand integrity in every internal training room.**

A defined TTT protects the integrity of how Mircom products are explained outside our walls. Standardized content, vetted facilitation, and a clear evaluation rubric mean a customer learning from a trained partner gets **the same quality of instruction** as one taught at our Head Office.

### Why Training Matters

**Training is part of the product, not an add-on.**

When the people teaching Mircom systems are themselves well-trained, the customer experience extends beyond the day of purchase. TTT is how we make sure **every classroom — ours or theirs — sounds like Mircom.**

# Why the Mircom Train the Trainer (TTT) Program?

## The Problem

### Why did our Train the Trainer (TTT) Program fail?

Your company may have conducted a TTT recently and wondered — what went wrong? Inconsistent product training and a lack of defined facilitation standards undoubtedly created an uneven learning experience for the audience. This not only impacted engagement, but also impacted the confidence in product learning, leaving learners with different levels of product understanding, yet from the same trainer.

## The Opportunity

### A structured Mircom Train-the-Trainer pathway.

A structured Train-the-Trainer (TTT) program approach ensures consistent, high-quality product training delivery, and ensuring a confidence in learning about a product. By introducing a train the trainer learning pathway, Mircom doesn't just train — it elevates the learning experience in not only product education, but also in the training of how to effectively facilitate the training, and learning of a product.

## Key Drivers

### Product Complexities

Explaining technical aspects of product then confirming understanding.

### Providing a Balance

Product knowledge competence, with facilitation expertise.

### Qualified Attainment

Hands-on training & facilitation of Mircom product.

## Learning Impact

Understanding of training content

Low learning · Low information retention

Lack of facilitation expertise

# Vision & Goals — TTT

Where we're heading, and the three goals that get us there.

## Our Vision

*Every Mircom-trained trainer delivers a consistent, high-impact experience — combining strong product expertise with obvious professional facilitation techniques and skill sets. This ensures every session not only informs, but engages, equips, and inspires confidence.*

01

### Standardization

Standardize delivery methods and technical content training delivery.

02

### End-User Confidence

Improve end-user product understanding and operational confidence through high-quality, hands-on instruction, led by a "good facilitator".

03

### Quality Assurance

Ensure high training quality across every Mircom-trained facilitator.

# Program Structure — 2 Phases

The TTT pathway pairs end-user training with instructional standards, then maintains proficiency over time.

## PHASE 01

### End-User Training

#### Technical Foundation

- ▶ Master Mircom product knowledge
- ▶ Standard end-user delivery basics
- ▶ Safe hardware demonstrations
- ▶ Core terminology accuracy

### Instructional Delivery & Curriculum

#### Trainer & Facilitation Standards

- ▶ Presentation & facilitation skills
- ▶ Learner engagement techniques
- ▶ Assessment design & delivery



## PHASE 02

### Trainer Proficiency Phase = Continuous Growth

#### Growth & Maintenance (after 12 Mos)

- ▶ Technical delivery validation
- ▶ Advanced facilitation & delivery standards and scenarios
- ▶ Train the Trainer "peer sharing" & best practices

# Mircom Facilitation Standards

The four pillars every Mircom-certified internal trainer is held to.

## 01 Content & Curriculum Delivery

Approved Mircom content, sequenced as designed. The trainer delivers what was built — not what was improvised — so every audience receives the same material in the same order.

## 02 Lab & Hardware Preparation

Live panels and demonstration kit verified, powered, and safe before the session opens. Trainers arrive ready to demonstrate, not to troubleshoot.

## 03 Materials & Assets Creation

Workbooks, handouts, and reference one-pagers prepared from the approved master set. Trainer-created supplements are reviewed before they reach learners.

## 04 Logistics Control

Room setup, timing, attendance, and post-session follow-up handled to the same standard the Mircom Training Department uses internally.

# What does it take to be a trainer?

Mircom Trainer Expectations — four habits we look for in every certified internal trainer.

## Facilitation Techniques

- Open-ended questions
- Probe partial answers
- Encourage peer discussion & troubleshooting
- Redirect side-tracks politely

## Preparation & Session Management

- ✓ Start with clear purpose, expectations & safety
- ✓ Follow agenda timing but flex for needs
- ✓ Take attendance & maintain supportive tone
- ✓ Ensure group remains on pace

## Engagement & Tools

- Use visuals, props, and live hardware demos
- Reference official one-pagers frequently
- The power of the recap
- Hands-on practice

## Accuracy & Validation

- ✓ Validate all technical answers
- ✓ Demonstrate accuracy
- ✓ Document learner gaps

# Trainer Evaluation Checklist

Rating Trainer Proficiency. Rate each dimension from 1 (Needs Improvement) to 5 (Exemplary). A great Q & A and collaborative discussion.

#	SKILL DIMENSION	EVALUATION CRITERIA	RATING (1–5)
01	Technical Accuracy	Correct facts, steps, terminology; adherence to Mircom docs.	1 2 3 4
02	Clarity & Structure	Logical flow; clear objectives stated; content "chunked".	1 2 3 4 5
03	Engagement & Q&A	Uses open questions; checks understanding; validates input.	1 2 3
04	Pacing & Time	Manages time; covers key points without rushing.	1 2 3 4
05	Adaptability	Handles constraints, pivots, or technical issues calmly.	1 2 3 4 5
06	Class Mgmt	Maintains focus; manages distractions; ensures participation.	1 2 3

1 Needs Improvement · 2 Basic · 3 Proficient · 4 Advanced · 5 Exemplary

# Interested in our TTT Program?

The Mircom Train the Trainer program is offered to end-users who deliver product training internally. Reach out and we'll walk you through enrollment.

## 01 Email the Training Department

Send a note explaining your team's size, the Mircom products they will be teaching, and any timing constraints.

## 02 We'll Schedule a Planning Call

A short conversation to confirm objectives, Phase 1 scope, and the Trainer Proficiency Phase schedule.

## 03 Enroll & Begin Phase 01

End-User Training plus Instructional Delivery & Curriculum standards, followed by ongoing Trainer Proficiency assessment.



### Contact

## Mircom Training Department

### Email

[training@mircomgroup.com](mailto:training@mircomgroup.com)

### Audience

End-users who deliver Mircom product training internally

### Response Time

Within 1-2 business days

### Head Office

Vaughan, Ontario, Canada