

# Train the Trainer Program

2020

Standardizing technical excellence and instructional mastery for the next generation of Mircom experts.

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



## 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 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



## 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

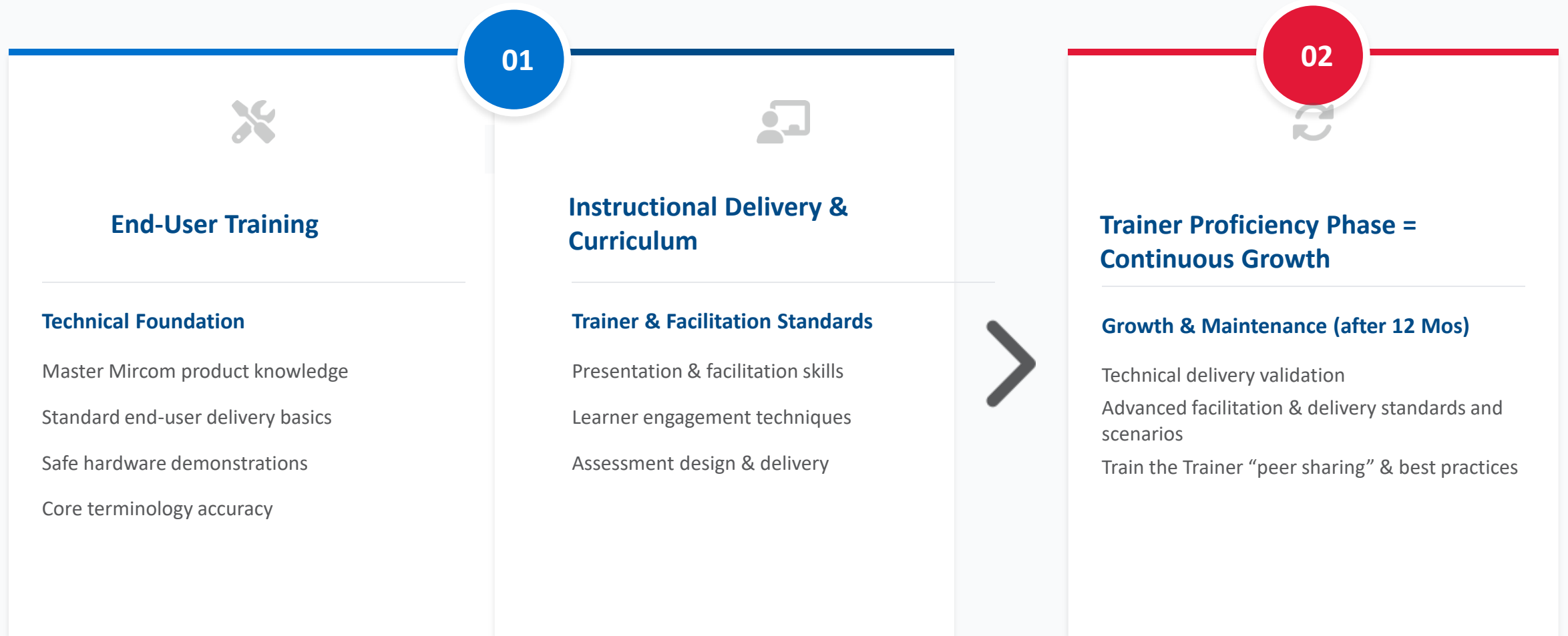
Improve end-user product understanding and operational confidence through high-quality, hands-on instruction, led by a “good facilitator”.

### 03 Quality Assurance

Ensuring high training quality.

# Train the Trainer Program

# Program Structure – 2 Phases



# Train the Trainer Program

**Mircom Trainer Expectations**

# Mircom Facilitation Standards



Content & Curriculum Delivery



Lab & Hardware Preparation



Materials & Assets Creation







Logistics Control

# What does it take to be a trainer?







## Facilitation Techniques

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







## Engagement & Tools

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






## 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



## Accuracy & Validation

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

# Trainer Evaluation Checklist

Use this scorecard for peer reviews and Trainer Proficiency Phase assessments.  
Rate each dimension from 1 (Needs Improvement) to 5 (Exemplary).

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

1 Needs Improvement  2 Basic  3 Proficient  4 Advanced  5 Exemplary

Pass Threshold: Average  $\geq$  4.0

## Assessor Comments

*Enter specific observations here...*