

TRAINER'S ORIENTATION

12 Week Year Trainer



12 week year

WELCOME TO THE 12 WEEK YEAR™

We want to congratulate you on your decision to lead The 12 Week Year™ and thereby create a culture of high performance and personal accountability in your organization. You are about to begin an adventure in growth that will be both challenging and rewarding for both you and your team.

The 12 Week Year is a powerful system proven to improve performance through more effective execution. The benefits of the system include greater clarity of purpose and vision, stronger alignment of daily actions with goals, an enhanced bias for action, and greater accountability. All of which lead to increased productivity and improve results.

The 12 Week Year Train-The-Trainer will help you spearhead the implementation of the 12 Week Year. It has what you need to get your team up and running with the 12 Week Year regardless of your experience training others. As a certified trainer you have access to the following on-line tools and materials to help you train effectively:

- *12 Week Year Facilitator's Guide containing 12 Week Year training scripts in pdf format.*
- *Automated presentations for each module with slides and videos that play directly from the 12 Week Year Train-The-Trainer (TTT) website.*
- *Participant workbooks.*
- *Additional stand-alone training modules to be conducted as follow-up training that will further develop the execution capacity of your team.*

Each person participating in one of your training sessions will use the participant workbooks that are downloadable from the TTT website.

All participants also will have access to the Achieve! execution system through your annual license (required as part of the 12 Week Year TTT license). If you don't currently have a site license for Achieve!, contact our office prior to conducting your first training.

While the 12 Week Year TTT is designed to be turnkey, each module has a section that you will facilitate. As the facilitator, you will need to prepare to present The 12 Week Year, so that you and your team work through the exercises together. The training can be delivered in a group setting or one-on-one. We will proceed as if you will present the material in a group setting, but everything we cover, you will be able to adapt to an individual setting as well.

SETTING UP THE TRAINING

To conduct a successful and productive training session, you will need to determine and communicate the session logistics to the participants.

- First determine a date, duration, and location for the training.
- Be sure that the training location has an internet connection so that you can play the online presentation directly from our TTT site.
- Decide on start and stop times, as well as how you will handle lunch – it's best to bring in lunch whenever possible.
- Next order copies of our book, *The 12 Week Year*. We recommend that each participant get a copy of the book at least 3 weeks before your training and read it prior to attending. You may call our office to order.
- Promote the event with your team.
- Determine follow up individual and group touches.
- Remember to secure a projector, screen and a sound system that connects to your laptop/tablet.
- Logon the site and pre-load the presentations.

KNOWING THE MATERIAL

As the trainer you will want to know the material and be familiar with the flow of the session. In general, the more prepared you are, the better the session will go. The value to the attendees is much greater if you are fully prepared.

It's OK if this is your first exposure to *The 12 Week Year*. You can learn right along with your team, you'll just want to be a step or two ahead of them. If on the other hand, you've been applying *The 12 Week Year* then you will want to prepare some personal stories and experiences to help the attendees relate to the concepts being presented. Below is a recommended approach to preparing for your training sessions:

1. Read, or reread, *The 12 Week Year*.
2. Go to the 12 Week Year TTT website and download the most recent version of this TTT Leader's Edition and a copy of the latest Participant's Workbook.
3. Read through the Facilitator Guide and other materials on the web site to gain a feel for how the training is organized and for the flow of the training day, and then read it a second time and highlight the areas you intend to stress.
4. Play the presentations from the 12 Week Year TTT site to familiarize yourself with each module's slides and videos.

BASIC TRAINING TIPS

Whether you are an experienced trainer or are new at training, the following tips may be helpful. They have been adapted from an article in the Journal of AHIMA, written by Chris Dimick.

- Be prepared. Study each topic front and back before training on it. Find the answers to your own questions about the topic. Before you get in front of the audience, personally run through the training exercises. This reveals any holes in a more forgiving environment.
- Ask questions. “Always have questions in your program wherever you can,” Alvarado says. “You can always keep people’s attention if you can make it where they provide you an answer or example.” Sharing examples makes people feel connected, as others in the group can identify with similar problems.
- Take questions. The best way to engage your audience is to pull them into the training personally. “In an eight-hour training course, you should only be speaking half of that time,” Miner says. “The rest of the time should be the audience asking questions or doing activities.”
- Keep it simple. “Stop if you see the complex look on people’s faces, then you know you are not getting through to your audience,” Alvarado says. If you see that look, it is time to backtrack.
- Show, don’t tell. When possible, it is good to demonstrate things first-hand during training, Sierra says.
- Bring in experts. Experts both in and outside the department can be great additions to any training program.
- Get feedback. After the training session, allow people to anonymously give you suggestions and comments. This will gather honest information that improves your training.
- Train, and be trained as often as possible. “You only benefit from more knowledge,” Sierra says. If a person learns just one thing from a training seminar, the class was a success.