

2010 | The Magic of Making Training FUN!!®



The Magic of Making Training FUN!![®]

• INTRODUCTION

Make your sessions come alive with FUN! Using fun tools to gain participants' attention, improve participation and accelerate learning. Learning is made easy, faster and enjoyable. When you make learning FUN, the results are highly effective.

This workshop aims to equip you with the skills in using FUN tools. These FUN tools are based on Palan's 5 I's as described in the book "The Magic of Making Training FUN!!"[®] :

- Introduce
- Involve
- Interact
- Instruct and
- Intensify retention.

Learning objectives are met better when content is delivered with FUN.

• DESIGNED FOR

This workshop is designed for all those who deliver content, facilitate learning, lead focus groups and meetings.

• PRIOR KNOWLEDGE

The focus of this workshop is to engage the participants and deliver the content using FUN tools. The goal is to maximise learner retention. Participants on this workshop are expected to have some experience in facilitating and delivering content for small or large groups.

• WORKSHOP OBJECTIVES

On completion of the workshop, participants will be able to use FUN tools to:

- Introduce content
- Involve participants
- Interact with learners
- Instruct actively
- Intensify learner retention

• COMPETENCIES ADDRESSED

Deliver content and facilitate learning using FUN tools.

• MODEL REFERENCE

Palan's Fun x Content = Results[®]

• LEARNING APPROACH

We follow the 'Demonstrate – Review – Do – Log Learning' approach throughout the two-day workshop.

• DURATION

2 days

• WORKSHOP CONTENT

1. The use of FUN to deliver content

- FUN X Content = Results[®] Model
- 5 I's

2. INTRODUCTION

- Three Strategies for effective introductions

3. INVOLVEMENT

- Warm ups
- Nine Strategies to get your learners READY

4. INTERACTION

- Three strategies
 - Frame questions
 - Partial visuals
 - Press conference

5. INSTRUCTION

- Three strategies
 - Lecturettes
 - Guided discussions
 - Story telling

6. INTENSIFY RETENTION

- Three Strategies to intensify retention
 - Symbolic charades
 - PINGO
 - Wrap-ups

• TRAINER

Either

- **Karen Ong**, CITD (UK), DTD (UK), ATP
- **Gurit Kaur**, LL.B, CTP

About The Trainer



Karen Ong CITD (UK), DTD (UK), ATP

Introduction	Karen is a certified trainer with over twenty years of experience - helping people learn and perform.
Speaking Style	She leads her workshops with her personal brand of motivation and passion which helps to ignite and accelerate learning and retention.
Professional Experience	<p>Karen is Chief Learning Officer of SMR HR Group. She manages the learning & development division and conducts training programmes.</p> <p>She began her career in human resources and marketing with a Fortune 100 automobile company in Singapore. After moving to Malaysia, she joined a public listed television company. Her experiences have included administration, human resources and business development.</p>
Practice	<p>Karen currently facilitates training in the areas of:</p> <ul style="list-style-type: none">• Train-the-Trainer• The Creative Trainer• The Magic of Making Training FUN!!• Games Trainers Play• Presentation Skills
Education	<p>Karen has successfully completed the following courses:</p> <ul style="list-style-type: none">• SMR Accredited Trainer Programme• Certificate in Training Practice, U.K. with a membership from the Institute of Personnel & Development, United Kingdom.• Diploma in Training from IAM (UK)• Certified instructor for the Zenger-Miller Frontline Leadership (USA).
Conferences	Karen has trained in several countries – Malaysia, Singapore, Indonesia, Taiwan, Japan, Philippines, India, and the Middle East countries. She has appeared on television programmes and presented at the 2000 American Society of Training and Development International Conference & Exhibition.
Personal	Karen, a Malaysian lives in Kuala Lumpur, Malaysia with her family.
More details	<p>E-mail : karen@smrhrgroup.com Web : www.smrhrgroup.com</p>

About The Trainer



Gurit Kaur LL.B, CTP

Introduction

Gurit comes from a CRM background which began in the banking industry and more recently within the call centre industry. Her international exposure comes from her role as a Banking Consultant in New Zealand as well as her various training sessions conducted in Australia, Vietnam, Philippines, India and Singapore.

Speaking Style

Gurit is a passionate trainer and loves working with people. Her ability to relate to people from all levels and her friendly, easy manner makes her training sessions fun, enjoyable and very interactive. She is also very passionate about providing excellent customer service and her people oriented management style add to the diversity of the team of consultants and trainers at SMR.

Professional Experience

She is currently a Senior Manager/Training Specialist at SMR HR Group.

Gurit comes from a diverse background that has covered a range of industries including banking, business process outsourcing, customer service, training and education. Her experience has been further enhanced by her involvement with a project team of internal auditors towards achieving ISO standards.

Practice

Gurit's areas of interest include:

- Train-The-Trainer
- Customer Service
- Management & Leadership
- Personal Development
- Staff Induction Programmes
- Call Centre Training Programmes

Education

She has a law degree from the University of London, is a Certified Support Professional with The Service & Support Professional Association (USA) and is a Certificate of Training Practice (CTP) holder from the Chartered Institute of Personnel Development (CIPD), UK.

Personal

Malaysian in every way, Gurit is very comfortable training in both English and Bahasa Malaysia and currently lives in Kuala Lumpur with her husband and daughter. She loves to read and dreams of owning her own library.

More details

E-mail : gurit@smrhrgroup.com
Web : www.smrhrgroup.com

Registration Form

DETAILS OF PARTICIPANT

Name : _____

NRIC No. : _____

Position : _____

E-mail : _____

Tel : _____ Mobile No. : _____

Years of experience in current position : _____

Meal Option : Vegetarian Non-Vegetarian

NOMINATING OFFICER (if applicable)

Name : _____

E-mail : _____

Tel : _____

Job Title : _____

Signature : _____

INVOICE TO BE SENT TO

Name : _____

Position : _____

Company : _____

Address : _____

E-mail : _____

Tel : _____

Fax : _____

WORKSHOP FEE (Please tick)

The Magic of Making Training FUN!!®

Date : 12 - 13 July 2010

Venue : Kuala Lumpur, Malaysia

Fee : MYR 2,000

PAYMENT

Cash

I enclosed a cheque for **MYR 2,000**

Made payable to : **SMR HR Group Sdn Bhd**

(formerly known as SMR Learning & Development Sdn Bhd)

Pay by Credit Card (Term and conditions applies)

Please contact : **603 - 2279 9199** (Finance Dept)

Bank Transfer : **Dataran Maybank Branch**

Company Name : **SMR HR Group Sdn Bhd**

(formerly known as SMR Learning & Development Sdn Bhd)

A/C No : **5142 - 5340 - 6092**

TERMS & CONDITIONS

Programme fee must be paid in advance.

Note: We will send you a confirmation note on receiving your registration form.

FOR DETAILS AND REGISTRATION

Contact : **SALES TEAM**

Telephone : 603 - 2279 9199

Fax : 603 - 2279 9099

E-mail : info@smrhrgroup.com

Post or fax your registration form, signed by your nominating officer to : _____