pax8 | Academy

Train the Trainer

Syllabus

Training Overview

In this training, participants will learn how to keep attention, drive retention, and turn learning into repeatable habits. Using a practical, psychology-informed toolkit, you'll build micro-trainings, run scenario practice, and deliver feedback that improves performance. Come ready to participate in fast drills and teach-backs.

This training is designed for:

- **Account Managers**
- **Team Leads**
- **Operations Managers**

Training Inclusions

- **3-hours of virtual, interactive content taught by an expert instructor with MSP training expertise**
- **Downloadable videos* of the content you can watch on-demand at your convenience**
- **Downloadable slide decks, handouts and resources**

Learning Objectives

Partners attending this training will learn how to:

- **Use short, focused training segments to connect the "why" to real work so people care and engage**
- **Capture attention in virtual settings with clear pacing, concise instruction, and frequent participant interaction**
- **Convert content into capability by structuring practice, prompting recall, and giving one clear improvement at a time**
- **Navigate difficult moments with non-judgmental observation, calm response, active listening, and explicit expectations**
- **Sustain new behaviors with simple reinforcement plans that show measurable improvement in day-to-day performance**

* Videos will either be recordings from your session or previously recorded material in which partner faces and voices have been removed. It is recommended to attend trainings live to receive the full benefits of interactive Q&A with the instructor and class participants.

Training Topics

Session 1: Foundations of Effective Training

- **Why training is essential**
- **Foundations of training theory**
- **Modern learning and teaching models**

Session 2: Interactive Training Day 1

- **Learn and practice using tools to:**
    - **Align and motivate**
    - **Capture and focus attention**
    - **File into long-term memory**

Session 3: Interactive Training Day 2

- **Learn and practice using tools to:**
    - **Address difficult situations**
    - **Assist through proactive support**
    - **Amplify with reinforcement**

Meet the Instructor

Josh Moree

Senior Executive Coach

Email: jmoree@pax8.com
LinkedIn: www.linkedin.com/in/josh-d-moree/

pax8 | **Academy**

Explore your next steps with Pax8 Academy

- **On-Demand Learning**
  - Strategic Time Management
- **Instructor-Led Training**
  - Building Your MSP
  - Advanced Project Management
  - Operations for Efficiency and Profitability
- **Peer Groups**
  - Connect, collaborate and grow with a Peer Group
- **Coaching**
  - Transform your business with coaching for Value Creation, Operations, Sales and Security

Register for this training through the Instructor-Led Training Subscription

Already have a subscription? Register for the next training session!

Want to learn more about subscriptions? Discover how to get your team started today!

- 1-5 employees
- 6-25 employees
- 26-50 employees
- 51+ employees

Multitasking Myths

The Myth of Multitasking - NeuroLeadership Institute

Cognitive Load Theory

Cognitive Load Theory - John Sweller

Kaizen – Change for the Better

Kaizen and Continuous Improvement in Teams | LinkedIn

Kaizen & Continuous Improvement Title

Kaizen and Continuous Improvement in Teams | LinkedIn

(2) Kaizen and Continuous Improvement in Teams | LinkedIn

Kaizen and Continuous Improvement in Teams |

Kaizen & Continuous Improvement