

---

---

# TABLE OF CONTENTS

<b>Straight Shooting</b>	7
Sue WHO?	9
It's Up to You	15
Training Terms	17
<b>1. Looking at the Old with New Eyes</b>	19
Whither Tao Goest	21
The Brain and Training Connection	25
<b>2. Does Your Training Program Measure Up?</b>	33
The Premise	35
Considerations in Program Development	35
12 Features of an Ideal Training Program	35
<i>Training Program Dysfunctional Rating Sheet</i>	45
<i>Agency Training Consistency Analysis</i>	47
<b>3. Shaping an Ideal Program</b>	49
4 Steps to Improvement	51
<i>Occupational Analysis</i>	63
<i>Sample Lesson Plan</i>	65
<i>Directed Training Sheet</i>	67
<b>4. Yikes! I'm a Trainer. Now What?</b>	69
Who Is this Exceptional Trainer	71
Steps for Trainers Once the Program Is in Place	73
<i>Daily Feedback Form</i>	79
<i>Confidential Learning Assessment</i>	81
<i>Assignment Sheet</i>	83
<b>5. Bringing Adult Learning Theory Home</b>	85
Learning Styles	87
<b>7. Vital Components to Adult Learning</b>	89
<b>6. Ten Creative Console Training Ideas</b>	111
<b>7. Dynamite Classroom Techniques and Tips</b>	121
<b>8. The Fine Art of Noticing</b>	127
The Human Element	129
Trainer's Influence	131
Group Acceptance	133

---

Prejudice	133
Lifestyle Differences	135
Appearance	137
Immaturity	139
The Know-It-All	139
Knowing the Rules	139
Negative Influences	143
Common Sense	151
How to Say It	157
<b>9. Real Real Wrong</b>	<b>159</b>
<b>10. The Visionary Trainer</b>	<b>165</b>
<b>11. Do You Love Evaluations? You Should</b>	<b>173</b>
Why Do We Evaluate?	177
How Do You Design an Evaluation Process?	179
10 Evaluation Benefits	181
11 Fundamental Truths of Evaluations	183
12 Common Problems with Evaluations	187
What Makes an Exceptional Evaluation Program?	191
<i>Inquiry &amp; Investigation Review Sheet</i>	201
<b>Console Reading</b>	<b>205</b>

## Where to Find Those Handy Forms

<i>Agency Training Consistency Analysis</i>	47
<i>Assignment Sheet</i>	83
<i>Confidential Learning Assessment</i>	81
<i>Daily Feedback Form</i>	79
<i>Directed Training Sheet</i>	67
<i>Inquiry &amp; Investigation Review Sheet</i>	201
<i>Lesson Plan</i>	65
<i>Occupational Analysis</i>	63
<i>Training Program Dysfunctional Rating</i>	45