


IN PERSON

COURSE



Trainer Development Program for Clubs

 1 day, in-person course

 www.cmaa.asn.au

ACCM Points

CMAA Members & Affiliates

attending will earn:

12 ACCM POINTS

for the successful completion of this course



Clubs have always had a mix of experienced and new-to-industry employees.

One of the best training settings available to clubs has been for the experienced employees to lead, mentor and assess the skills of the less experienced employees.

But what, if any, formal training have the 'trainers' in your club actually had? Do they really know how to recognise a skill deficit in the workplace, guide employees to a better standard of performance and meet the training objectives of the club?

Undertaking this course, participants will explore key concepts of conducting training, learn how to develop training programs, identify performance issues and follow up with assessment of skills demonstrated on the job.

Course Content & Objectives:

- + What is coaching, training and mentoring and how they work together.
- + What makes a good trainer/coach and how important it is to have workplace trainers/coaches.
- + Creating standards to promote consistency across all areas of the club.
- + Identifying the need for training/coaching: Finding the gap with your staff and how to motivate them.
- + Prepare trainer/coaching sessions: Develop tools that work in a busy environment.
- + Conduct training/coaching sessions using skills learned: A practical session using areas of the club for the participants to practice training/coaching other participants – bar, café, bistro, gaming, floor.
- + Following up on training/coaching sessions: We provide used and tested tools to record all training that is conducted. The trainer/coach has to follow up with measurement and feedback on performance and outcomes.
- + Identifying performance problems and how to motivate the team.

NOTE: This course compliments the learnings from the 'Team Building for Club Staff' course and although not compulsory, it is recommended participants complete the aforementioned course prior to undertaking the 'Trainer Development Program for Clubs'.

CMAA Members

\$500 + GST

per person

Non-Members

\$750 + GST

per person

Management Level

Club Managers

Delivery Method

In Person

Department

IR & HR



CLUB MANAGERS'
ASSOCIATION
AUSTRALIA



REGISTER TODAY

www.cmaa.asn.au

OR contact 02 9746 4199 or training@cmma.asn.au