

Training Frontline Leaders as Learning Accelerators

Certificate Workshop



Register Today!

How do you train your frontline leaders as learning accelerators, not as trainers lecturing and pushing content? Let them do what is natural: conversations, fixing, solving and improving work, and using them as learning moments for their co-workers and teams.

Due to the massive impacts of the COVID-19 pandemic, organizations are scrambling to survive and reinvent themselves. The field of training has been hard hit with limited budgets and the sudden shift to remote technologies. Furthermore, L&D teams are expected to train more people with fewer resources.

Studies show that the roles of frontline leaders will need to undergo a reset or reinvention to deal with the impacts of COVID-19. Progressive companies are extending their L&D efforts - relying more on the frontline leaders to take on the role of coaching and training. The challenge, however, is that these frontline leaders are also stretched out and face rapid demands in their jobs; so being a trainer as an added task is yet another item on an already overwhelming "to do" list. The old concept of train-the-frontline leader as trainer no longer works.

Your role as trainer, designer, and L&D leader is even more crucial today. Frontline leaders rely on you to introduce new ways of improving the performance of their teams with the new demands.

Frontline leaders can become good trainers, if we follow these rules:

- Rule #1: Don't train them to be trainers!
- Rule #2: Allow them to be who they are!
- Rule #3: Make them as learning accelerators!



In this workshop, you will learn how to train frontline leaders so they become learning catalysts or accelerators. They accelerate learning with teams and co-workers by improving the way they learn from actual work and experience. They increase the speed of learning by critical thinking, analysis, and problem-solving. Frontline leaders are already doing this work – engaging in conversations, assisting with troubleshooting, and rolling up their sleeves to walk through projects WITH their co-workers. As learning accelerators, they help co-workers and teams learn faster by thinking through their work experiences.

This non-traditional workshop is designed for trainers, designers, and L&D leaders to guide and support frontline leaders and teach them to coach thereby, accelerating learning with co-workers.

Workshop Goals

- Understand today's business climate and its new demands on trainers, designers, and L&D leaders
- Improve your skills and knowledge to help frontline leaders become learning accelerators - critical thinkers and problem solvers with their work and experience
- Increase the capacities of frontline leaders to help their team members perform on the job
- Train frontline leaders on the newest methods in consequence thinking, risk analysis, troubleshooting, experimentation, and results analysis to reduce cost and improve profits
- Apply new techniques to train frontline leaders in analytical skills to improve decision making, and arrive at better results
- Scale the frontline leaders' capacities to think about how to deal with unknown, uncertain and unpredictable work conditions
- Immediately obtain ready-to-use training kit, templates, videos, resources, flash cards, and exercises to implement the course on "Learning Accelerators" design for frontline leaders

Topics

The New World of Frontline Leaders

- Differentiating the traditional role of trainers and the role of learning accelerators
- Adjusting to the demands for resiliency, rapid response, and agility
- Thinking as catalysts / accelerators to help teams and co-workers become critical thinkers and problem-solvers in doing their work
- Getting your frontline leaders in the “get-it-done” mode: reducing costs, increasing speed, etc.
- Enhancing skills to constantly leverage the “fix-solve-improve work” model - a simplified critical thinking and problem solving framework
- Training frontline leaders to accelerate “fix-solve-improve work” capabilities

Work Diagnostic Reviews

- Understanding the role of the learning accelerator as discoverer of work issues
- Determining where it all starts: observation of changes, future and immediate, at work
- Discovering deviations from goals and standards, failures, near misses, accidents, errors, etc.
- Diagnosing problems and issues at work
- Anticipating problems with consequence thinking and risk analysis
- Analyzing what the data reveals
- Using critical analysis, troubleshooting, and problem-solving as learning methods

Finding Answers

- Understanding the role of the learning accelerators in finding and providing answers
- Knowing the best sources of answers and solutions
- Learning to find, search, network, and source answers
- Avoiding instructions, encouraging discovery and exploration, learning by doing work
- Establishing trusted networks of a few peers
- Co-creating answers from stakeholders, customers, teams and others
- Using software and platforms to accelerate team co-learning and collaboration

Experimentation and Testing

- Understanding the role of the learning accelerator in experimentations, tests and trial and errors
- Knowing when and how to test answers and solutions
- Applying the “fix-solve-improve work” thinking process
- Using the principles of beta, mock-ups and mini-projects
- Conducting fail-safe trial and error
- Experimenting multiple approaches to test solutions
- Using trial and error and testing as learning moments

Feedback and Analytics

- Understanding the role of the learning accelerator in seeking feedback
- Comprehending what data means to work results
- Learning when tests and experimentation fail or succeed
- Knowing when to repeat the process
- Scaling capacities of frontline leaders to think beyond the obvious problems
- Using feedback and data analysis as learning moments

Frontline Leaders as learning accelerators

- Learning how to use the “fix-improve-solve” thinking model as a coaching guide
- Delivering coaching and learning in the flow of work and in huddles
- Accelerating “training” into a form of conversation
- Transitioning from trainer to problem-solver coach
- Helping frontline leaders to be accelerators of learning while in the workflow

Video Tips

**Every incident and
exception accelerate
learning**



PLAY VIDEO



**The hunt for answers
and making them
work**



PLAY VIDEO



**Thinking beyond the
obvious, anticipating
problems**



PLAY VIDEO



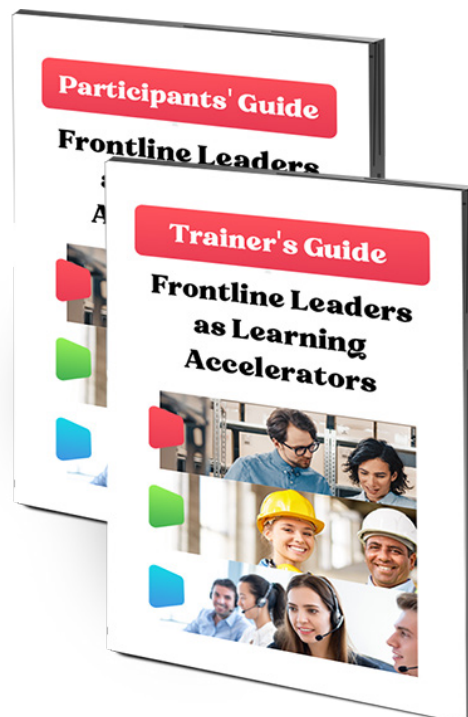
**Key benefits for you as
a trainer, designer,
and L&D leader**



PLAY VIDEO



eBook





Licensing

If you have more than 10 facilitators and presenters, please contact us to learn more on how you can obtain the license to the “Training Frontline Leaders as Learning Accelerators Certificate Workshop”. [Contact us!](#)



In-House Workshops

For a group of 6 or more participants, please contact us for special pricing and benefits. [Contact us!](#)



**Sessions, Coaching, eBook, video models, skills development,
many others**



Benefits for Trainers, Designers, and L&D Leaders

- Make your job easier by helping frontline leaders accelerate learning
- Provide frontline leaders with a reusable template and tools for accelerating learning
- Obtain ready-to-use trainer and participant guides, PowerPoint slides, exercises, videos, templates and resources for easy, faster and immediate use to conduct and implement “The Learning Accelerators Course for Frontline Leaders”
- The workshop saves you time and helps you immediately in solving problems and finding answers. You will learn to address real-life real issues.



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What is the “Fix-Solve-Improve Thinking Model”

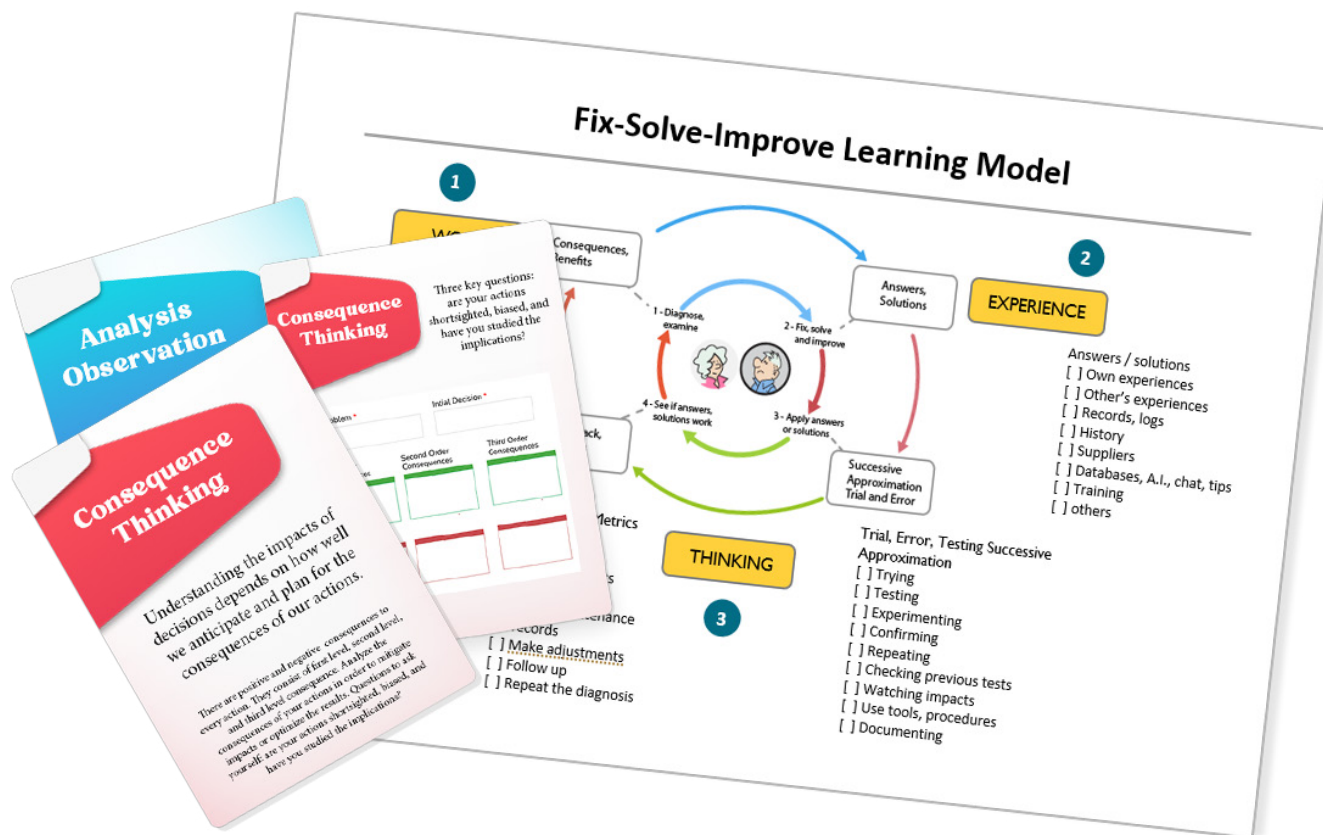
This workshop employs the “Fix-Solve-Improve Thinking Model.” It is a simplified, easy-to-use and tested model for new and upcoming frontline leaders to learn how to help team members do critical analysis and problem-solving at work. The model is an ideal guide for trainers and designers to upskill frontline leaders to accelerate learning with their team while doing work. This helps frontline leaders co-learn with team members in the flow of work.

The Trainer Kit to Implement “The Learning Accelerators Course for Frontline Leaders”

By attending the workshop, you’ll obtain the following resources to help you conduct or implement “**The Learning Accelerators Course for Frontline Leaders**”.

- Leader’s Guide
- Participant’s Guide
- PowerPoint Slides
- Webinar Presentation Guide
- Ice-Breakers
- 10 ready-to-use thinking tools
- 10 exercises in critical analysis and problem-solving
- 5 Case videos
- 10 Idea videos

Fix-Solve-Improve Thinking Cards and Posters



As part of the workshop, you will receive one pack of the Fix-Solve-Improve Thinking Cards and a poster. The cards and poster are companion job-aids for trainers and frontline.



Who should attend?

The workshop is designed for trainers, designers, and L&D and operations professionals who have the need to implement leadership development programs for frontline leaders. The trainers attending this workshop will learn to train using a simplified model that is intended to help new, upcoming, and high-potential frontline leaders.



About the Workshop Main Sessions

This workshop is highly interactive, engaging, and deep in learning. Participants will participate in three live ZOOM virtual (1.5 hours each) sessions. They will also submit small exercise documents to translate ideas into actual applications. Participants will also access a secure and private website for references, videos and exercises.



About Facilitators and Mentors

About Ray Jimenez, PhD - Lead Facilitator, Mentor and Coach



Ray Jimenez, PhD

Ray started his career in operations management, information technology, and organization development. His background allows him a special expertise that combines the hard sciences in operations and technology with the learning sciences. Ray is the chief learning and software architect and strategist of the webinar community [TrainingMagNetwork](http://TrainingMagNetwork.com). In partnership with Training Magazine, Ray's team has grown TrainingMagNetwork to 180,000 members with hundreds of webinars.

Ray Jimenez, Ph.D., spent 15 years with Coopers & Lybrand in the areas of management consulting and implementation of learning technology solutions. Ray is the author of *Workflow Learning*, *3-Minute e-Learning*, *Scenario-Based Learning*, *Do-It-Yourself eLearning*, *Story Impacts Learning and Performance eBook* and an upcoming book, *Hyper Story Learning Design*. Ray has worked with American Bankers Association, Neiman Marcus, the U.S. Air Force, NASA, Blue Cross, Goodwill Industries, Pixar Studios, Edison Missing Group, Dendreon, Netafim, Progressive Insurance, Bridgepoint Education, California Institute of Technology, MIT, to name a few.

He is the Chief Learning Architect for www.VignettesLearning.com. Ray teaches at the University of California, Irvine, University of Texas Southwest Medical Center, Dallas, Assumption University, Bangkok and Open Learning University, Hong Kong. He is a sought-after expert and workshop facilitator for Training Magazine, Learning Guild and ATD Conferences.

Ray is a master webinar presenter. He makes participants alive, active, engaged, at ease. With Ray, learning is never a dull moment. Webinar participants describe Ray as “fun,” “engaging,” “technically savvy,” “provocative,” “inspiring,” and “has depth and experience in learning system.”

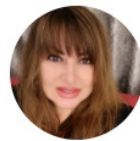
Mentors and Co-Presenters



Jonathan Workman



Crystal L. Fernandes-Harris



Delia Smola



Melissa Erceg Dougherty



Susie Tiggs, Ed.S



Aimee Lantzy



Victoria Darnbrough



Nicole Dalton



Kath Cherie



Brenda LaRose

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