



Train the Trainer

Mentor Resources

Provided by:

**William Rainey Harper College
Palatine, Illinois**

Welcome to the Apprenticeships Program

Program Background

On September 2015, the White House announced the release of American Apprenticeship Initiative (AAI) grants. The U.S. Department of Labor awarded a total of \$175 million to 46 apprenticeship applicants across the United States. It is the single largest investment to date to expand U.S. apprenticeships. AAI grant recipient will train more than 34,000 new apprentices over the next five years. According to the White House, apprenticeships are a proven training strategy for workers to learn the skills that employers need for American businesses to grow and thrive in a competitive global environment.

Harper College received \$2.5 million to support the development of Apprenticeship programs. Two components of this Harper apprenticeship initiative involve on-the-job learning activities supervised by company mentors and related college educational instruction provided by Harper faculty. Now, in the 2020's, Harper College is committed to continue in our role as a leading provider of Apprenticeship programs

Your Role as a Mentor

As part of a successful apprenticeship program engaged by your company, you have been selected to serve as a mentor and trainer for an apprentice. Your responsibility is to ensure the success of these apprentices as they navigate their way through this educational process. Sharing your experience and expertise helps the apprentice learn how things are done at your company and serves as a means to pass on your knowledge and expertise.

Train-the-Trainer Course

This two-part course provides you with additional mentoring skills and tools needed to support the apprentice. Time spent in these short classes offer opportunities to learning and practice methods to ensure the success of your company's apprentice.

Welcome aboard!

Train the Trainer Course Outline

Class I – The Mentor’s Role

- Establish Expected Mentor Skills, Responsibilities and Duties.
- Define Adult Learning Styles – Discover and validate the Learning Needs of the Mentor & the Apprentice.
- Identify and Leverage the Links Between the Academic Courses and the Work Duties of the Apprentice.
- Explain the Mentor’s Specific Role and how the Mentor Directly Impacts and Enhances the Potential for Success of the Apprentice.
- Build Effective Communications via Active Listening, Accountability and Awareness of the Learning Environment.
- Set, Use & Evaluate SMART Goals to Assist the Apprentice to Successfully Meet their Job Duties and Requirements.

Class II – The Art of Coaching

- Manage the Mentoring Process by Measuring and Documenting the Work and Development of the Apprentice.
- Practice Proactive Coaching – to Guide.
- Utilize Reactive Coaching – to Adjust.
- Delegate Meaningful and Appropriate Tasks to the Apprentice to Achieve Results & Increase their Capabilities.
- Define what Motivates the Apprentice and how they can Achieve Outstanding Performance Levels.
- Use Leadership Differentiators to a Create Lifelong Learning Focus for the Apprentice and the Mentor.

Note: Mentor training is held once during the Spring term and offered twice during the Fall term. Classes meet on campus or on-line with a 2-3 week gap between Class I and Class II.

Assessment Form

Train-the-Trainer Course

This form can be adapted and used after each of the two classes or can be used at the conclusion of the course.

- In order to improve the usefulness of this course, your thorough and thoughtful assessment is requested.
- Your feedback will help identify changes that can strengthen the overall course.
- Please provide your comments below. Your signature is not required.

Assessment of the Course

1. What should we keep in this course because it was of benefit to you?

2. What in the course should we change or eliminate?

Your name (optional): _____

Class I – The Mentor’s Role

Length: 3 – 4 hours

Key Topics:

- Mentor Skills, Responsibilities and Duties
- Adult Learning Styles
- Academic and Work Linkage
- Setting Goals and Measuring Success
- Listening Skills

Your Expectations:

Pre Work Checklist:

- ✓ Reading Assignments Completed
- ✓ Homework Completed
- ✓ Action Plan Updated
- ✓ _____
- ✓ _____
- ✓ _____
- ✓ _____
- ✓ _____

Class I – The Mentor’s Role

After completing this class, you will be able to:

1. Understand the purpose of the Apprentice Program and the full scope of your responsibilities and duties as a Trainer/Mentor.
2. Describe how your existing mentoring skills and experiences can further develop to prepare you for the challenge of mentoring apprentices who may be entering the professional workplace for the first time.
3. Identify what makes mentoring a positive experience and how to create a productive learning environment for the apprentice.
4. Understand how experienced professionals can make false assumptions about training their apprentices and how to avoid the pitfalls that can result.
5. Identify listening & communication skills to enhance adult learning and increase the potential for success when mentoring the apprentice.

In this class, be prepared to share:

- A time when you worked for someone who demonstrated great coaching/mentoring skills.
- Your strongest coaching/mentoring skill.
- A coaching/mentoring skill you most want to develop.
- The characteristics and performance you expect from your apprentice.
- Your plan to communicate effectively with your apprentice.

Looking ahead to your homework after this class:

- Video yourself giving instructions to your apprentice (or other employee) to examine your style and effectiveness.
- Read the assign case study and be prepared to discuss,

Class I – Highlights & Notes

The Mentor's Role

Synopsis: Introduction to needed mentor (trainer) coaching skills and interaction with apprentice learners entering the professional workplace. Specific focus on creating communication bridges with your apprentice.

Class Notes:

Questions:

- _____

- _____

- _____

- _____

Your Examples of Effective Coaching:

- ✓ _____

- ✓ _____

- ✓ _____

Action Items / Next Steps:

Class II – The Art of Coaching

Length: 3 – 4 hours

Key Topics

- Measuring and Documenting Apprentice Performance
- Proactive Coaching
- Reactive Coaching
- Delegating to Achieve Results
- Apprentice Motivation Points

Your Expectations:

Pre Work Checklist:

- ✓ Reading Assignments Completed
- ✓ Homework Completed
- ✓ Action Plan Updated
- ✓ _____
- ✓ _____
- ✓ _____
- ✓ _____
- ✓ _____

Class II – The Art of Coaching

After completing this class, you will be able to:

1. Demonstrate how to become accountable for ones' actions and consequences in the workplace.
2. Provide frequent and consistent feedback for your apprentice using the Situation, Task, Action, Result (STAR) process and document the apprentice's progress and workload.
3. Differentiate between Proactive and Reactive Coaching and understand consequences of each on your apprentice's learning.
4. Delegate assignments and tasks concisely and clearly to your apprentice to increase their skills and development.

In this class, be prepared to share:

- An honest assessment of where you stand on the Accountability Ladder and how you plan to take the step to the next rung of the Ladder.
- How you view and use the application of Proactive and Reactive Coaching to directly assist your apprentice.
- An example of receiving an assignment from someone who demonstrated poor delegation skills.
- Your plan for growing as a mentor and continuing to offer guidance to ensure the ultimate success of your apprentice.

Looking ahead to your homework after this class:

1. Build on your mentoring skills.
2. Stay in touch!

Class II – Highlights & Notes

The Art of Coaching

Synopsis: Several styles of coaching will be explored to prepare mentors (trainers) for their role of guiding the apprentices through their work assignments. A skills practice will be incorporated into the classroom work.

Class Notes:

Questions:

- _____

- _____

- _____

- _____

Your Examples of Coaching & Mentoring:

- ✓ _____

- ✓ _____

- ✓ _____

Action Items / Next Steps:

For More Information Contact:

Dr. Melissa MacGregor
Manager, Workforce Initiative
Workforce Solutions
William Rainey Harper College
847-925-6633
mmacgreg@harpercollege.edu

Darrell A. Katz
Principal Consultant
Impact Training Solutions
847-846-9353
dkatz@impact-training-solutions.com

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