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# AVSI POLSKA TRAINING OFFER

**2009**



## INTRODUCTION ABOUT AVSI POLSKA

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**AVSI Polska** is non-governmental, not-for-profit organization founded in Warsaw in 1993. AVSI Polska is one of the NGOs members of international Network of AVSI.

**AVSI Polska** is registered in the Central Consultancy Register in Brussels with the number POL – 21198. Avsi Polska is also member of Polish Chamber of Training Companies (PIFS)

**AVSI Polska** is also recognized by the Polish Government as Institution of public utility.

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## HOW WE WORK WITH YOU . . .

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**FIRST** We learn about your organization, employees, and specific issues to determine the **objectives** you need to achieve.

**SECOND** Working collaboratively with you, we determine **how to meet** those objectives:

- If **training** will meet the objectives, we work with you to design the necessary training content and the best delivery method.
- If some **other intervention** is needed, our HR Consultants will plan it with you.

**THIRD** We work with you to **deliver the training** or **implement** the other intervention.

**FOURTH** We help you to **reinforce the achievements on the job** and measure the **return on your investment**.



## ***“Avsi Polska Team Will Exceed Your Expectations”***

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We guarantee it because we hand-pick the right training team according to **YOUR** specific needs. They are a unique group of dynamic, highly qualified, trainers and HR Consultants!

### **What We're Best at**

We know how to **learn** your processes quickly, and use our knowledge of **how people learn** to turn your processes/information into something people can learn from:

- quickly and easily
- with the least expense in time and money
- with the least intrusion to getting the rest of their job done



# Avsi Polksa approach

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Our training is always interactive up-beat and hands on, because people retain more when participating than merely listening.

Learners practice with real work examples to make them comfortable using the skills and techniques they're learning in real life situations. Avsi Polska and it's training team helps you to plan and measure the return on your training investment, based on how it's paying off on the job.

***You may need us to do all the steps above, or only one, or some combination, because you're doing the others already. Or you've done all the steps and need us to review it to give you our ideas on how you can improve!***



## **For the fastest learning and greatest retention, all learning goes in this order:**

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### ***FIRST:* Attention getting opening**

- 2. Learners tell or write what they already know**
- 3. Trainer tells or writes big objectives for learning**
- 4. Learners write, verbalize & visualize specific individual objectives as though already achieved (trainer makes sure they're SMART & tells research on why objectives help learning)**
- 5. Trainer tells all learning methods and times**
- 6. Trainer & Learners work on all learning methods needed to meet objectives (repeat cycle below for each learning method needed to meet all objectives)**
  - ✓ Objective (boxed)**
  - ✓ Intro (labeled)**
  - ✓ Trainers instructions &/or text (labeled)**
  - ✓ Processing (labeled)**
- 7. Trainer reviews all that is learned**
- 8. Trainer tells and shows resources to use for future**
- 9. Learners complete the Learning Action Plan**

### ***LAST:***

**Call to action closing that matches opening**



## Overall you will speed up learning with:

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Learning methods for all 4 learning styles (unless determined that training will not include all styles) and highly interactive using the standard - Trainer talks no more than 25% of time, including lecture, instructions, opening/closing, processing questions - Learners doing 75% with Trainer as expert in room use Funny approach as part of the learning.

The cycle of learning to be achieved:

- 1st build community
- 2nd build knowledge
- 3rd build skill
- 4th build possibilities

Learning method in group training to get learners involved with each other within the first 15-20 minutes.



# Our trainers' methods

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- ✓ **Take breaks frequently**
- ✓ **Plan to review notes regularly after training 3-4 minutes each time: practice during training**
- ✓ **Create multi-sensory memories of each thing to remember**
- ✓ **Make visual images linked - especially if there is movement or humor**
- ✓ **Organize material in related categories and label categories**
- ✓ **Memory flashing - look at notes for a few minutes, then rewrite w/o looking at them, then compare the 2 sets. Keep doing this until both sets are the same**
- ✓ **Flash cards for review**
- ✓ **Create mnemonic devise - 3, 5 or 7 letters best**
- ✓ **Let it sink in overnight after reviewing notes - brain uses sleep as time to file**
- ✓ **Number the points**
- ✓ **Whole learning - learn words, add sound, add movement**
- ✓ **Fluency=mastery - continue learning it after already know it**
- ✓ **Compress information into chunks and label each chunk, then make a mnemonic for the chunk words**
- ✓ **Hold up props or use hand motions while saying words to create pictures**





# Here are a few topics we've designed and/or facilitated for our clients:

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## Soft Skills Training

- Inspiring Employees to Excellence
- Innovative Recruitment Planning
- Teamwork
- Performance Appraisal Systems
- Interviewing and Selection
- Career Development Programs
- Assessing & Restructuring Work Processes
- Customer Service
- Sales and Marketing
- Managing Conflict
- Creativity
- Negotiating
- Project Planning & Project Management
- Working Smart
- Stress Management
- Effective Communication

## Hard Skills Training

- Facilities with spreadsheets
- Typing
- Proficiency with software applications
- Operating machinery
- Speaking a foreign language



## Great Things That Happen With Avsi Polska

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- Greater profits
- Reduced errors
- Better morale
- Reduced costs
- Better customer service
- Higher productivity
- Performance improving



# WORKING METHODS

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Trainers which cooperating with Avsi Polska have an active and motivational methodology which supports participants with understanding and long-term learning effect. All methods and thematic fields mentioned are proposals and possibilities. The actual thematic fields and methods will be selected based on the needs of the group – expectations analysis.

- Presentations, short lectures**
- Research analysis**
- Moderated discussion**
- Case Studies**
- Role games**
- Problem solving**
- Individual work**
- Small groups work**



# Training evaluation

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Avsi Polska cares about assessing training effectiveness. Our trainers entails using the 4-level model developed by Donald Kirkpatrick. According to this model evaluation begin with level one, and then as time and budget allow, should move sequentially through levels two, three and four. Thus each successive level requires more rigorous, time consuming analysis, but each also represents a more precise measure of the training's effectiveness

- ✓Level 1: evaluation-reaction, the smile sheet (partecipant evaluation)
- ✓Level 2: evaluation-learning, the learning satisfaction & self assessment (pre & post)
- ✓Level 3: evaluation-transfer, the program's effectiveness
- ✓Level 4: evaluation-results, the customer program's success



# Evaluation & feedback: Avsi Polska way (1)

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## 1. Define what you want training to achieve

The evaluation process starts as soon as you begin to construct a training plan. Identify needs first, then quantify the results and outcomes you expect.

It is harder to set measurable targets, however, for events designed to contribute to continuing learning or behavioral change. In these cases, work with the trainee to specify expected outcomes - for example, a more effective selling behavior.

## 2. Turn targets into objectives

A training objective specifies what you can expect the trainee to be able to do or to know as a result of the training. It should be SMART: Specific - Measurable - Achievable - Realistic - Time limited.

In the case of knowledge, our trainers avoid the word 'understand', because understanding is not measurable. Our way is to substitute it with words like 'state', 'explain' or 'describe', which enable us to check that the trainee has absorbed the knowledge to meet an objective.

## 3. Make sure everyone knows the objectives from the start

Trainees should receive advance information in their joining instructions and via personal briefings from their line-managers. Trainers need to design the training based on what it should achieve so, if training is provided by an external organization, check that the provider can meet the specified objectives.



# Evaluation & feedback: Avsi Polska way (2)

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## 4. Designing methods for comparing results with objectives

The best way to do this is to get people together to come up with one agreed and consistent approach. It may involve a post-training action plan, a debriefing session on return to the workplace, forms, questionnaires, observation checklists, feedback meetings or statistical data .

## 5. Input Evaluation

We remind trainees to keep their objectives in mind throughout the training and to raise the matter with the trainer if their needs are not being met. To our trainers is asked to give you a summary of their reactions to the course at a debriefing session on their return. Encourage them to be honest in their opinion of the worth of the training.

## 6. Assess the training in the workplace

The process of evaluation is a matter of comparing results with expectations. Avsi Polska trainers encourages trainees to produce a realistic action plan to implement what they have learned once they are back at work. In the longer term, ask the trainees what the training has helped them to achieve within a particular period.

## 7. Useing of the results

The information gained from evaluation is critical in starting the training cycle over again, and planning what needs to be tackled next time, and how.



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