

Session 1

Introduction and Pre-Course Learning Review

(30 minutes)

Objectives

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| Fully understand the content of the pre-course learning |
| Have a positive impression to a new TSA approach in supporting adults |
| Set out the context of the day/training |

Resources

- name badges



Trainer input

Trainer introduces the course (purpose, sessions, timings and any domestics) with a reminder of what was contained in the pre-course learning, sent to learners ahead of the training day.

Learners should be thanked for completing the tasks associated with the pre-course learning, which will be utilised during the day.

This session is an opportunity to ensure that all the learners understand the pre-course learning and can ask relevant questions regarding the content.

- Mentor and coach terminology
- Use of the mentor and coach
- Who is mentoring and coaching for
- Mentoring and coaching agreement: How are we going to work together?
- TSA Talent Management model

Questions relating to these items would be dealt with later in the day

- Learning Styles
- Emotional Intelligence
- The TSA Approach to Mentoring & Coaching and GROW

(10 minutes)



Task

Learners to discuss the pre-read document in small groups led by a facilitator. Initially this can be a free flow discussion on the area that is causing the most comments. However, all the sections should be discussed to ensure that everything has been covered.

Where the group and/or the facilitator cannot answer a particular issue, other training day staff should be utilised to provide this input.

(10 minutes)



Report back

Trainer to ascertain if groups still have any concerns or queries. Where a re-occurring question has emerged in several groups, the trainer should make time to provide clarity on the subject.

Any questions that could not be fully answered, or that do not form a part of the remainder of the training day, should be researched by the trainer and an answer provided before the end of the day wherever possible.

(10 minutes)



Trainer note

It is important that this is an up-beat session, acknowledging the implementation of a positive new approach for TSA. Trainers should avoid dealing in detail with negative comments, acknowledge any concerns and move the discussion on to the positives aspects.