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From: Training Point.Net Team [info@trainingpoint.net]
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To: richard@geewiz.co.nz
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Trainingpointer...

Training tips, training articles , product reviews and useful links

March 2008

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The Do You Need to Use Powerpoint?

The Test

1) Is what you're showing absolutely dependent on the learners seeing something you cannot simply describe in words?

-- If YES, is the room small enough to use a flipchart, white board, or posters?

-- If the room or audience size is too large, can you use handouts?

2) If NO (your content does not *require* visuals), then what are you trying to achieve with the

Welcome to the second edition of the **Trainingpointer e-newsletter**.

This newsletter will arrive in your inbox once a month. It is intended that you can use this as a resource.

Training programs will be reviewed, training tips and techniques given, and articles of interest to those in the education training and development field will be presented.

If there is anything you would like to see feature in this newsletter, please feel free to drop me an email - we love hearing your feedback!

The Program Review

slides?

-- If you think it's because the attendees *want* slides, think again. *Expect* them? Yes. *Need* them? No.

-- If you think it's to help you stay on track, *find another way!* Use note cards. They're far easier to rearrange at a moment's notice, especially if you can keep your talk more modular/fine-grained.

-- If it's to keep the attendees awake and alert and add *emotional* hooks and increase memorability or understanding, then you've got a point. But in that case, you need to apply the *other* test:

The "Do My Slides Suck" Test

- 1) Do your slides contain mostly bullet points?
- 2) Do you have more than 12-15 words on a slide?
- 3) Do your slides add little or no new info beyond what you can say in words?
- 4) Are your slides, in fact, *not memorable*?
- 5) Are your slides emotionally empty?
- 6) Do your slides fail to encourage a deeper connection to or understanding of the topic?
- 7) Do your slides distort the data?

It's Personal for the Customer and You

In this training program the Celebrity Chef Rick Stein and his catering establishment together with his staff are used to punch home the important techniques needed when



providing good customer service. The techniques are not new, but are very important to those who provide the service we all look for in our transactions, and they are presented in a different way so as to keep the interest of the person viewing the video.

Through a series of vignettes we are introduced by a variety of people in a selection of roles to the following very important points.

- 1 Have the Right Attitude...**
Without the right attitude it is easy to upset the customer
- 2 Know your Business...**
If you don't know the answer, find it out
- 3 Communicate positively...**
Listening is very important when communicating
- 4 Take responsibility...**
Do what you say you'll do
- 5 It's Personal...**
Do it for yourself as well as the customer

This program would be ideal to use as a series of discussion points in a Customer Service training program, and also to reinforce the points at a later date. There are many vital messages presented in a roundabout way, and some are just lightly touched upon. Any facilitator could make many telling points about Customer Service with this narrative.

Program reviewed by Ann Meyer - Customer Service Consultant - Ann Mayer Consultants.

Rating: 8/10

SESSION STARTER - MUMBLE JUMBLE

Before the activity begins find a number of appropriate pictures then cut up into puzzle pieces. (**NB** don't forget to copy and display the original pictures)

Each group member is offered a piece of the puzzle from a bag. The group will keep their puzzle piece to themselves until the leader says, 'GO!'

At this point, the group members will try to locate other members of the group with the pieces that form their picture.

Whichever group does it first, wins.

Want to contribute...

A "Yes" to *any* of those could be a huge red flag that something's wrong.

If you're still committed to slides, or if you're certain you need them, here's an overall recommendation:

Put each slide on trial for its life. Ask it to defend itself. *Show no mercy.*

Make it beg, make it plead, make it sell itself.

If it doesn't convince you, kill it. And if there aren't enough left to justify using slides, *just say no.*

If you have any ideas, tips & techniques to share or you would like to review a program for the Trainingpointer please feel free to contact me any time - margaret.fleming@xtra.co.nz

Sincerely,

Margaret Fleming - Education Training & Development Consultant.

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