

Training of Trainers
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Lecture 48
Training Response

Now, we at the end phase we will see that is the response when we have conducted the complete training program, we have given them they complete study material then we have done different exercises. We have used the pedagogy including the digital pedagogy including the lectures, business game, case studies, group discussion, panel discussion, brainstorming sessions and after all these activities and the individual activities and the group activity.

Now, when we complete our training program but then no one is perfect, right. So, therefore always we have to see the response from the our respondents and we have to ensure that they give the response this is also very-very important because many times the trainees there I have to go and then they say that it is we will send it later on and no so we have to ask them that he is the now before leaving venue of the training on the last day please fill the response form and that can be discussed also.

So, first and foremost in the response form or the feedback form that we have to design. Now, how it is to be designed? Designing of the response form that I am discussing in this module and that is the, this trainee response sheet. There can be two types of questions in the training response sheets, one is the close ended other one can be the open ended. Close ended means there are the 'yes' 'no' or there are the liquor scale and therefore they have to response only that but there is no provision for this giving the feedback in the subjective manner.

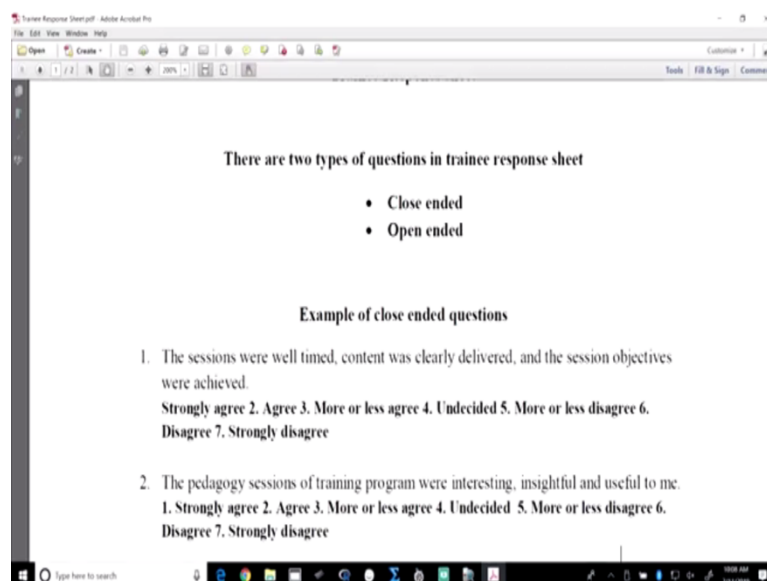
So, therefore what is important is our response form should have the both the components, one should be the closed ended component and the other should be the open ended component. Close ended components means that is the 'yes' 'no' or the 1 to 5 and the open ended means whatever they want to share because trainee after going through these particular interaction may have a certain ideas in his minds and we should capture those ideas.

Now, we have to also understand that there is a difference between the criticism and the feedback. The criticism and feedback and response that difference between we have to understand. When we talk about the criticism we are talking only about the weaknesses of

their particular training program. It is these are the particular weaknesses in this particular program and therefore that we will say it is a criticism only but when we talk about the feedback. So, feedback is the how they have felt that is the whether they are satisfied or they are not satisfied so that will be the feedback but when we talk about the response so it is not reaction it is response.

So, when we talk about the response, response means in that case their candidate, the trainee he has to talk about that particular ideas also which comes in his mind that is what more can be included, how he has felt, what are his feeling, so expression of his feeling, expression of his thought process that opportunity should be also given in this particular form that is why we it is not the criticism, it is not the feedback but is a response sheet or the response form, it is called the response form is there. Now, first I will start with the some of the examples of the close ended questions

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The first one the sessions were well timed, content was clearly delivered and the session objectives were achieved. Now, you see the first and for most is that is the timings, so therefore many times the trainers either they will extend the time or they will reduce the time and there is no proper attention for the time is there.

Whenever we are preparing the lecture notes and then study material then we have to be very calculative. We have to understand that is the, what how many slides will be required. Now a days we most of the training is through these slides. So, if it is through the slides then for 30 minutes how many slides will be require and normally every trainee knows that is the how

much time he has to cover then if he has to cover a particular requires a time for the 3 minutes, 4 minutes, 2 minutes for a particular slide 5 minutes, 7 minutes.

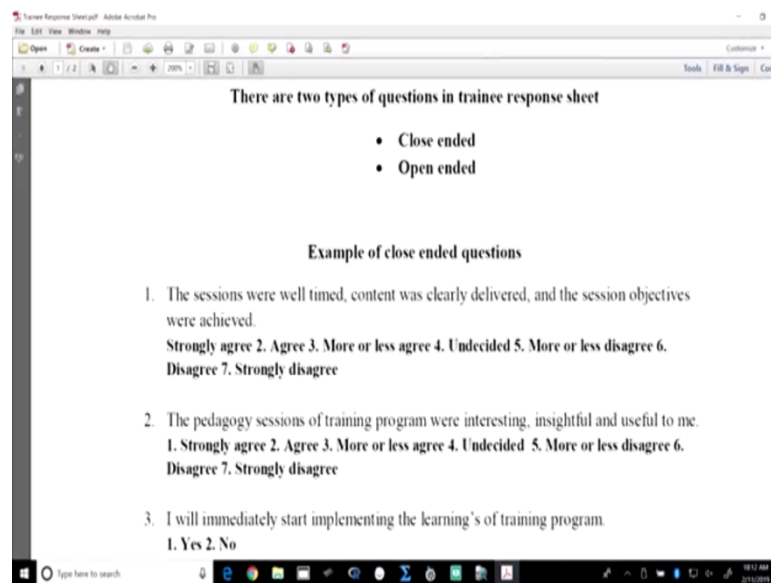
So, in that case or more than that, so then in that case he should well prepared that is these sessions are starting in time and sessions are closing in time. Many trainers what they do, they extend the time and then the trainees are confused that is whether the when there will be the end of this particular session

So, they should be told in the beginning it should be very clear it should be in your session plan that is this time, this is the starting time and this is the closing time and therefore, that will be the session time has to be properly managed. Sometimes if you are invited speaker from the outside and the speaker is getting delayed then in that case also the you should be ready that is the if any speaker does not come then how you will cover this particular time.

So, therefore one should be very clear that is the punctuality, they are starting ending and the overlapping of these sessions is there then what is to be done how to extend or how to close that particular session that is called they are the well timed as there. Now as far as the contents are concerned they should be very clearly delivered, clarity means what is the objective, if the objective of this session is a response sheet then the content should be related to the response sheet and then you can connect because the trainers are having the wide experience, but they are very clear how to connect what experience, which experience in the what context, what theory, what model and therefore there should be a very clear delivery is required.

Now, the in the brochure we give that this is the sessions objectives, objectives are these like for example these TOT - Training of Trainers, right. So, therefore academically this is introduced, therefore it is very clear that is the trainees will know, that is how to conduct the training program and those trainers those who are the part of this particular course they will know that how to conduct the case studies, business games, technology tools and methods how, to deliver the lectures, how to prepare the response sheet, how to prepare the design the study material. So these are the objectives in this program. So, therefore the session's objectives they are required to be very clear. Now here, earlier there was a 5 point liquor scale but now there are the 7 points liquor scale is there.

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So here we will take this particular session objectives and then we will take that is the weather this out of this 7 points right, 1, 2, 3, 4, 5, 6 and 7 right, so 1 is there strongly agree 1 needs to be there and then in that case it will be this is there. However, this is the reverse scoring is there right, so you can prepare a the in spite of the reverse scoring you can prepare with the higher the score and then the higher is the positive point, there should not necessarily that you have to go back the reverse scoring.

Because if you will go by this then after this taking, then 1 has to convert this into the 7 right. So, therefore whenever there are the positive statements you can keep the either positive scoring right like that is this strongly disagree to the strongly agree, so that 7 points has to be or if you are going by this the reverse scoring then in that case you have to convert that particular score at the time of the scoring and then you have to take care of that particular aspect.

Otherwise what will happen, if you are taking like the score and making the score and then if you are not doing the reverse then the score will be low, so then that has to be taken care of. So it is always better to have, the higher the score the higher is the positivity is there but in this case just to explain you that is the some people they do these type of the scoring examples are given, but you may go with the always, that conversion of the score, reversing of the score otherwise interpretation will be totally different. Because here higher the score lesser is the satisfaction right. So, therefore in that case you have to be very careful in calculation of your scoring

Second one is the pedagogy sessions of training program very interesting. So as we have seen that is the we have used the videos also in training program activities are also used the lectures are of course there. So, therefore we are suppose to make the program interesting, it should not be only lecture method right, in spite of the lecture method then what is required is that is the you are required to make it more interactive.

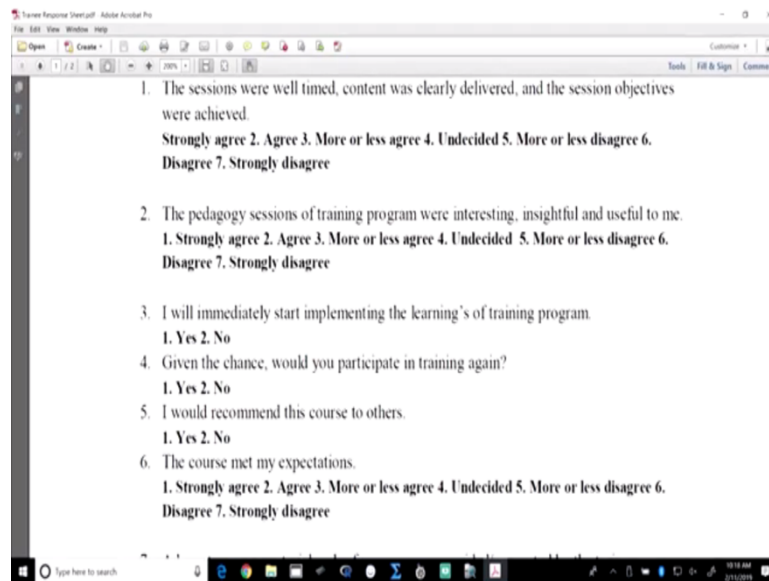
I always have focused on the active learning and therefore active learning means engagement and involvement of the trainees into the training program. If you are having the engagement involvement of the training into the training program than in that case it will be interesting. Then definitely it should not be only interesting without any purpose, there should be the purpose and purpose is related to the objective of the your training program and therefore, they will get inside fullness.

Inside fullness means they will understand that is the they are supposed what message they get from this, for example, we have done the business game and in the business game the message was it is a team building, communication, leadership. So, therefore they learn, by sharing of experiences they learn so there should be inside fullness and objective of training program was managerial effectiveness. So in that case that is the useful to me.

So that is becoming useful to the trainee or participants are there, again here the responses are in the reverse scoring but you please take care and go for this that is the positive or higher scoring will be there. Third one I will immediately start implementing the learnings of the training program. Now, we have to see that is the whether this training program is relevant at work place or not. If it is not relevant or is not able to start than we have to understand that it is a preparation.

Preparation of the particular training program, but what is important is it that is most of the training programs and the organizations are looking for the immediate returns. So these sessions the conducting the training program in such a way that is a trainees when they are going to the immediately at their work place they are able to start the implementing immediately, that whatever they have learn during the training program. So always it is better but sometimes there are the training programs which are visionary, they are proactive programs right. So, in that case this particular statement may not be necessary and then you can avoid this particular statement.

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Now, how much is the trainee is happy, so therefore they have given the chance. Would you participate in training again? So, therefore, now there are two aspects of this particular program. Right. So if this training program, in training program means not necessarily with the same training program, they may go with the different training programming by the same trainer right or the training program with the period of time right, that has to be refreshing, that will sought of a differential program.

So, whether they will like, so intention is whether they have liked the training program or they have not liked the training program, so therefore in that case that is the whether would you participate in training program again it depends on the training program. If your training program is title is such that you can again the part trainee, it will be relevant for the trainee to attend this training program then definitely he can go but if it is not possible for him then in that case that is he will require further another training program, another development. So, then this question may not be necessary

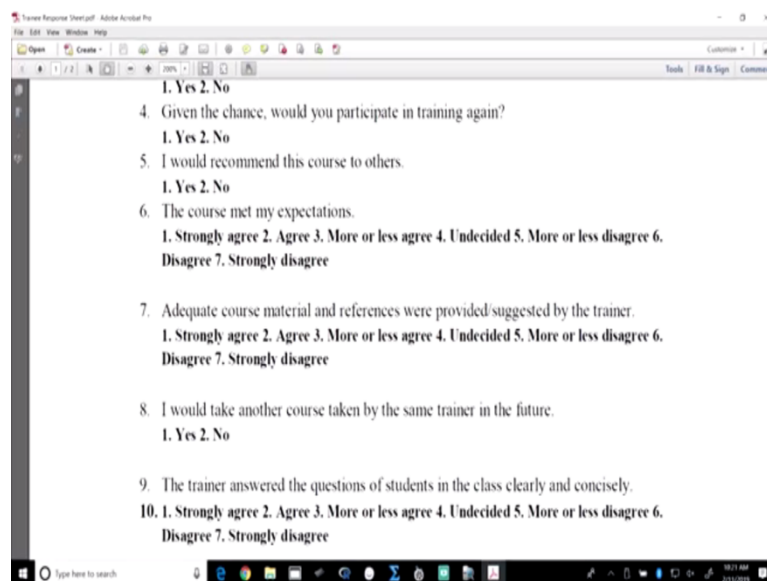
I would recommend this course to others, so therefore in that case you have to see that is the weather you will participant is happy and though this training program again need not to be attain because the once he has learn that particular concept that course he has done. So, therefore he may like to recommend to the others and therefore in that case this question is always relevant that is the whether they find it to recommend to the training program to others or not.

The course met my expectation, so therefore in that case every trainee when he participates then we have to see whether they are going by this particular training program or not and they met these expectations or not, then in that case it becomes important that is the when they join, they join on the basis of your brochure and brochure is well designed.

I have already talked about the designing of the broacher and then that objectives are mentioned in that particular brochure, when objectives are mentioned then definitely in that case that expectations they are supposed to fulfil and then at the end of the in the response sheet then definitely the respondent will give that is the course met my expectations or not and here again there is a reverse scoring is given and then please be careful about the at the time of the scoring and go by the reverse scoring.

Now, reverse scoring means wherever will be 1 there will be the 7, when there is a 2 there is 6, whenever there is a 3 there is 5, there is a 4 so it will remain 4, wherever there is a 5 it will remain 3, wherever there is a 6 it will become 2 and wherever there is 7 it will become 1.

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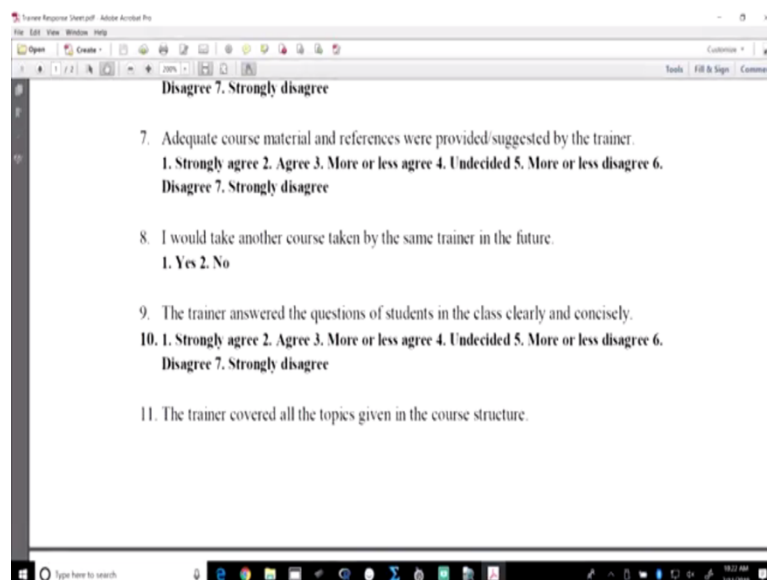
Adequate course material and references were provided or suggested by the trainer, so therefore in that case we have that is the study these study material, whatever study material is provided and is that study material is enough or not. So, therefore in that case that the study material is to be there. Then there will be the references, references will be the whatever the during the training program suppose any material is used and that material is from which source that reference that has been provided by the trainer and that trainer is supposed to provide, you are supposed to provide particular that particular references and if references are

provided then definitely then we will say that is adequate course material and references are provided.

I would take another cores taken by same trainer in the future so this is related to earlier I have talked about that suppose a particular cores is there in that case he may say “yes, I have attended now that program need not to be repeated again.”

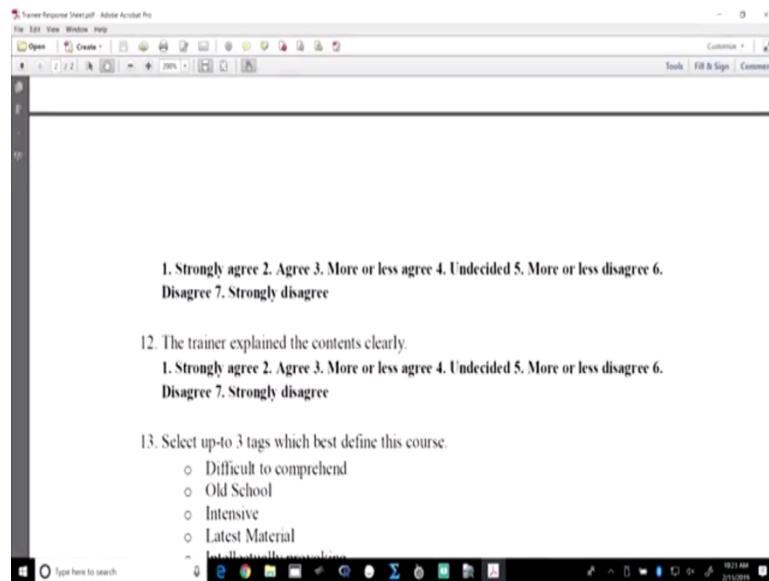
So, therefore the trainer will offer the another training program in another areas, another topic, then in that case whether the trainee is interested to attend or not. The trainer answered the questions of students in the class clearly and concisely. So, therefore here you will find that is this trainer answer is proper given or it is not properly given and then you can agree or not means question answer sessions.

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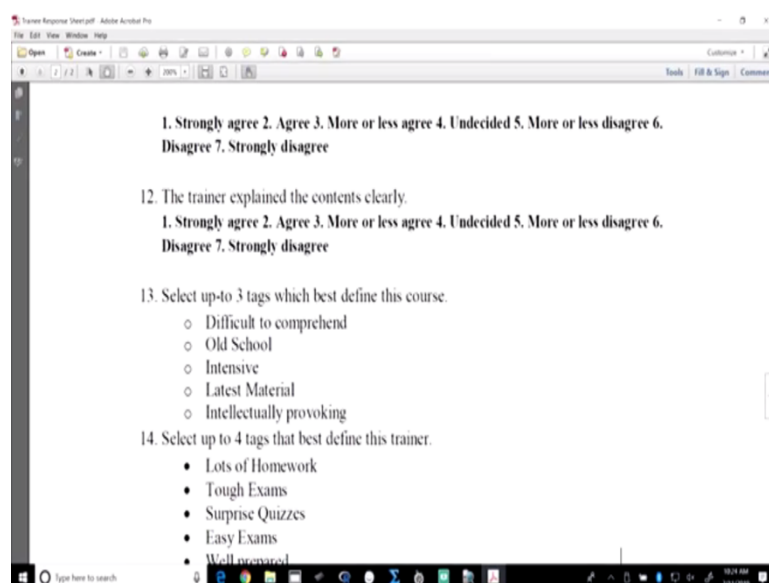
So the trainer is required to give the proper question answer sessions and accordingly he has to answer whether they have answered properly question answer session where satisfactory or not. The trainer covered all the topics given in the core structure. Now whatever the contents were given then in those contents have been delivered or not and therefore the trainer should cover all the topics given in the particular core structure whether that it in details been all topics are covered or not and then again there will be the this reverse scoring and then accordingly you can for this particular type of the scoring.

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The trainer explain the contents clearly, then in that case again, it is a reverse scoring and then you have to find, that is the delivery because here when we talk about the trainer covered all the questions topic given in the course structure then in that case, it is related to the topics. When we are talking about the 9 numbers, the answer the questions the students in the class clearly and concisely and then in that case that has to be properly answered by the question. Right. Now, that is as the questions right? But here, when we talk about the contents, so it is about the delivery of contents and in response, you can find out that is the whether the trainer has explained the content clearly or not.

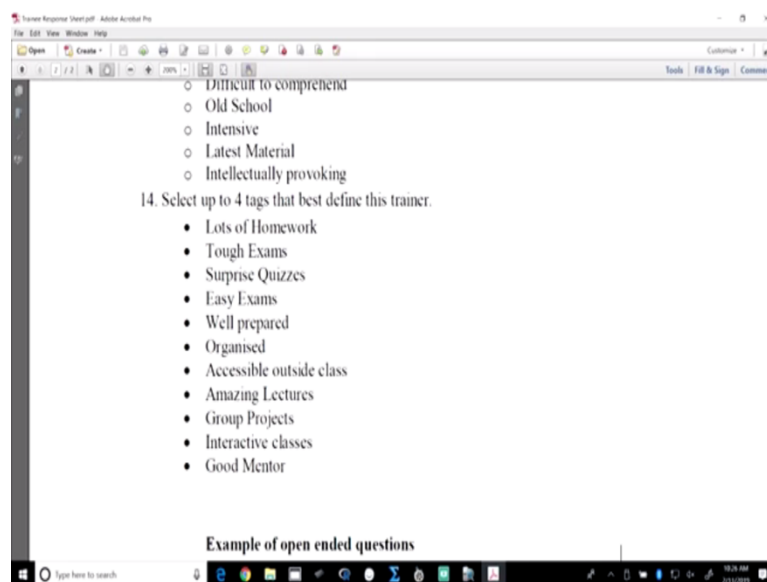
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Now, next is, select up to 3 tags which best defines this particular course. So, therefore, in that case that he has to given the priority in the response sheet that is 1, 2, 3 and in 1, 2, 3 he has to find out whether he has given the proper priorities that has to explain. Now, this is becoming more subjective type of the responses and therefore this will be open-ended. Now, these three texts which best defines this course, so suppose, there components are difficult to comprehend, right or it is a old school, so there the new concepts are required or intensive that is the whether the programme is the intensive or not. Latest material, whether the latest reference is technology based reference have been done or not.

Intellectually provoking, so therefore, the thought process has been promoted or not and therefore in that case, here he will give the three texts, which he defines and now, the number of course. Now, how to calculate. Now suppose there are the 25 participants. Now, 25 participants will give the ranking to all these 5 perimeters and then how many participants have given this, this, this parameters then over all participants out of 25, how many has given for the difficulty to comprehend number will come, how many have given for the old school, how many have given for the intensive latest material and intellectual provoking and that can develop.

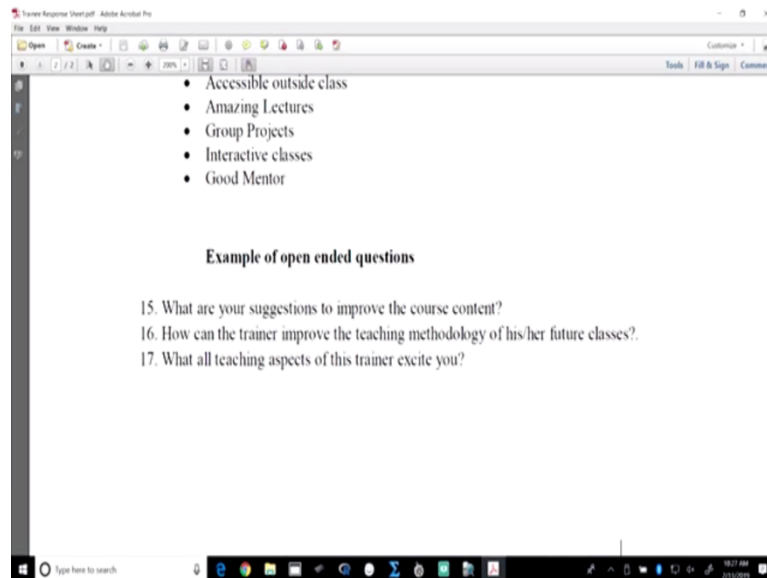
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Now, the fourteen is, select up to 4 tags that best defines this particular trainer. Now, this list is there, you can divide this list into the two part, part A and part B, just to make the calculation easy, otherwise or you can increase this text also in fact of the 4 text because the list is wrong, so therefore it is having the eleven components.

So, you can write, select up to the 5 tags or 6 tags so that best defines this particular trainer. Now, the here, here lots of homework, tough exams, surprise quizzes, easy exams, well prepared, organized, excisable outside the class, amazing lectures, group projects, interactive classes, good mentor all these type of the components as per your choice also you can change and then you can find out this particular trainer how to be trainer response is there.

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Now, I will come to the last part that is the open ended questions. Now, whenever open ended question is there, it depends on the intellectual ability of the trainees and therefore trainer also comes to know that whether the level of the trainees that is what intellectual component is there. Similarly, the trainees also give their opinion. For example, now what are your suggestions to improve the course content? Now, here you see we can get the ideas, we can capture the ideas, as a trainer we can capture the ideas from the trainees. That therefore they suggest sometimes that is the there should be the entrepreneur.

So that is if you are talking about the entrepreneurship or we are talking about the risk taking or we are talking about the business management, then in that case you can involve that is the some of this speaker are from the industries and then they can share their experiences, experience sharing can be there.

So therefore, many time, what I prefer that is the include, the training programme include the more than one speaker involvement participants of the trainees also and from the experts also. Sometimes it the industry, academia and government, so, if the topic is about the labour laws

then you can invite the labour commissioner or you can invite the other government authorities and they can also come and share their experiences, right.

So, not necessarily they will teach, but the experience sharing is itself also a lesson. We can learn from the experience sharing also and therefore, in the case what I will suggest is that we can develop those course contents by the lectures of the industry or the government or we can also have the interviews, like we have the global discussion, penal discussion and the brainstorming discussion.

Similarly, we can have the interviews from the industry person, then we can talk about the experiential sharing, that part also we can have, that is the, one part was the penal discussion but in the penal discussion there were 3, 4 experts were supposed to be there but here can have the interviews from the experience industry personal.

Next is, how can the trainer improve the teaching mythology of his or her future classes and therefore, in that case many time, it is a question and answer session is there. So, therefore it should not be the question and answer session. What is important is this, that is the there can be more and more interaction and if there is interaction, like example become component, lectures component was more, interaction was less or interaction was more and lecture was less or then there will be the videos were more, videos are not there.

So, the videos are to be incorporated that other pedagogy systems. So, therefore in that case that is the delivery, now the delivery many time it is only one way no, it should be two way or the more interaction or less interaction more lecture, because it depends on the trainees and their demographic variables that is what they prefer and then accordingly we can take the feedback and then data can be collected and that data, we can use for the purpose of this particular training programme.

In the future training programme we can incorporate and we can make the balance that is the what improvements can be done. The suggestions are always welcome and therefore we have to understand the expectation, psychology of the participants and then we can change accordingly. Next last is what all teaching aspects of this trainer excite you. So, therefore in that case that is you can write about the strength of these training programme because before this question the question was how can the trainer improve the teaching mythology.

So, therefore definitely you are giving the suggestions for the improvement right. While when we talk about the “What all teaching aspects of this trainer excites you?” so that is an

appreciation. So, many times when people do not have the suggestion but some people may have the suggestion and therefore they have observations and not suggestions observation, and those observations will be, that is about the strength and liking about the trainer and about the particular training programme.

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My teaching assistant Abhishek, Abhishek has done a wonderful job and because of his hard work and sincerity and timely making the assistance to me, it was possible to complete this particular course.

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So, I convey sincere thanks to Abhishek and our co-ordinator Professor B.K. Gandhi and all the NPTEL, the staff members for their constant support and guidance and help to complete this particular course. So, therefore this will be the overall responses of the sheet which is to be the last one to be used for the at the end of the training programme as I have done so at the end of this particular session. I will say “Hum sabhi ko Shiv ki shakti, Meera ki bhakti, Ganesh ki siddhi, Chanakya ki buddhi, Sharda ka gyan, Karna ka daan, Ram ki maryada, aur Kuber ki sampada praapt ho.” Thank you very much for joining this particular course, I am looking forward for the more participation, interaction with you in future. Thank you very much!