Training of Trainers on Decentralization of Service Delivery
Amman, Jordan
8-13 March 2008

Day one:
Session I: Opening Session
Session II: Acquaintance and ice breaker
Session III: SWOT analysis of training supply and demand in Iraq
Session IV: Capacity building needs assessment & design of appropriate capacity building interventions

Day two:
Session I: The Challenges of Empowerment and Adult Learning
Session II: The Training Cycle
Session III: Training needs assessment & Planning Training events "The Seven Steps"
Session IV: Exercise (training needs assessment)

Day three:
Session I: Development of training material
Session II: Exercise in material development
Session III: Establishing the Learning Environment
Session IV: Exercise in setting up the training room

Day four:
Session I: Training Input Methods (The Systematic Learning Process (PAF)
Session II: Role plays on input methods
Session III: Role plays on input methods
Session IV: Trainer/Instructor Credibility (trainers’ roles and responsibilities)

Day five:
Session I: Evaluating training events
Session II: Exercise in evaluating training events
Session III: Customer care/service excellence
Session IV: How to handle difficult customers?

Day six:
Session I: Designing training follow –up activities
Session II: The Profile of a Successful Trainer
Session III: Workshop Wrap-up and Evaluation