

Frequently Asked Questions

All these training terms are confusing. Can you clarify them?

Perhaps this article will help with the confusion:

Facilitator, Trainer, or Presenter?

I really wasn't sure how I should title this article since...well, you'll see. Organizations think that acronyms are bad...try figuring out what to call yourself and your department or even your company when it comes to "training."

All right, do you call yourself a Trainer, a Facilitator, an Instructional Designer, a Developer, a Presenter, a Performance Specialist, a Performance Enhancement Coach, a Keynote Speaker...and on and on? And do you call the department that you work in the Training Department, the Organizational Change Unit, the Performance Effectiveness Department, the Organizational and Development Department? Again, you get my drift.

So now you know how I felt when I had to determine a name for my business, what to call myself, and which meta tags to use so that search engines would find me...so you could find me.

Luckily for me, I have a great Web Designer (and I'm not sure that I should really call him that...I wonder what his title really is). Well anyway, he suggested that I ask people who "knew me and what I did." So, I asked.

Here are some of the words used to describe "me:"

- ★ Consultant
- ★ Course Designer
- ★ Courseware Developer
- ★ Curriculum Designer
- ★ Custom Training Designer
- ★ Customized Training Designer
- ★ Educator
- ★ Facilitator
- ★ Instructional Designer
- ★ Instructional Systems Designer
- ★ Instructional Writer
- ★ Instructor
- ★ Technical Writer
- ★ Trainer
- ★ Training Consultant
- ★ Training Designer
- ★ Training Developer

Here are some of the words used to describe what I “do:”

- ★ Blended Learning
- ★ Corporate Development
- ★ Corporate Training
- ★ Course Design
- ★ Courseware Development
- ★ Curriculum Design
- ★ Custom Training Design
- ★ Customized Training Design
- ★ Education
- ★ Employee Development
- ★ Employee Training
- ★ Facilitating
- ★ Facilitator Training
- ★ Instruction
- ★ Instructional Design
- ★ Instructional Systems Design
- ★ Interactive Training
- ★ Learning
- ★ Team Development
- ★ Train the Trainer
- ★ Training
- ★ Training Course Development

Here are some of the words used for the “materials I create:”

- ★ Business Education Material
- ★ Business Training Material
- ★ Facilitation Guides
- ★ Facilitator Guides
- ★ Facilitator Kits
- ★ Facilitator Materials
- ★ Facilitator Manuals
- ★ Instruction Manuals
- ★ Instructional Manuals
- ★ Instructional Guides
- ★ Instructor Guides
- ★ Instructor Manuals
- ★ Instructor Materials
- ★ Management Guides
- ★ Modules
- ★ Training Courses
- ★ Training Guides
- ★ Training Manuals
- ★ Training Materials
- ★ Training Modules
- ★ Training Packages
- ★ Training Programs
- ★ Training Resources

I thought originally I’d try to define and distinguish between some of these words...and then I gave up. How do you even begin to define, distinguish, and describe the various terms you find in this article? Needless to say, I’m not interested in writing a “thesis.”

So, the moral of this story is...just call me...anything...okay, within reason. But call me if you need me, or need a referral to someone who can assist you.

What does the “investment” include?

The investment includes all the files for that module in Word or PowerPoint. Each module includes an Instructor/Facilitator Guide and Participant Guide. The module may include handouts, case studies, job aids, PowerPoints, wallet cards, and scenarios. The investment does not include such items as videos, Inscape profiles, “fabulous prizes,” flip charts, markers, or other third party materials.

How do I purchase or license the materials?

An invoice is sent to the client. When the payment is received, we send the Word (and the PowerPoint, if the module has PowerPoint) files via email to the client.

What if I want a future module?

Contact us. Tell us which module is of interest to you. Upon receipt of that information, we will re-evaluate the status of the module to determine the amount of time needed to complete the module and provide you with the date the module will be available.

What if I want to customize a module?

The client can customize the material to meet their organizational needs, as long as the client leaves the “Terms” (License to Use) in the document. In other words, the client is **not** permitted to remove the “Terms” (License to Use) information found on pages 2 of the Instructor/Facilitator Guide and Participant Guide, nor the footer reference to “Training-Modules.com, LLC.”

What if I want Training-Modules.com, LLC to do the customization?

Contact us and agree to our hourly rate. We will, at that time, make the changes requested.

What is a “training coach?”

A training coach works with a client who needs assistance in designing a module. Examples of typical clients are:

- ★ Trainers with little experience in training development.
- ★ Human Resource Representatives, whose main focus isn’t training.
- ★ Trainers who need ideas for simulations, games, and/or activities.

A training coach works with the client to ensure that the training uses adult learning principles. The ebb and flow of the content and its activities are reviewed and revisions are made, where necessary, to meet the client’s objectives.

Sometimes, the only need a client might have is to work with someone to brainstorm for creative, interactive activities that highlight the content or key ideas in the module.

Am I permitted to use the Business Ethics module that you provide as a sample download on your website for my training at no cost?

No. The material is copyrighted. If a client wants to use the sample Business Ethics module, the client needs to pay the licensing fee.

May I make copies of your articles and use them in my training, forward them to a colleague, or distribute them at a meeting?

Yes. We welcome and thank you for sharing our information with others. Just leave the copyright information at the bottom of the articles and make as many copies as you would like. And thank you!

Why are there requirements for other company's materials?

Training-Modules.com, LLC requires other company's materials because of the high-quality and extensive research done to create the assessments and adjunct materials that fit smoothly into the material to successfully accomplish the training objectives. We don't want to spend our time "recreating the wheel" when we could be involved in other activities to meet our clients' needs.

Why should I choose Training-Modules.com, LLC's materials versus other options?

Consider the following when deciding whether to use Training-Modules.com, LLC or other options:

- ★ Training-Modules.com, LLC doesn't require trainers to be "certified" – saving on certification, and possibly, travel expenses.
- ★ Trainers can easily follow the guides.
- ★ Clients can make as many copies of the materials as they want, when they want.
- ★ Clients can adjust their budgets to include the purchase of a different module each quarter and roll it out. This helps the company build their curriculum, but more importantly, indicates their commitment to their employees' development.
- ★ Clients can expect the same, high-quality format for all modules.
- ★ Clients need to consider the value and costs of Training-Modules.com, LLC as compared to the training provided now. Does the company bring trainers in or send their employees out?
- ★ Clients need to consider how many employees need the training. Divide the costs as compared to other options.
- ★ Clients need to consider whether they can "afford" to lose high-performing employees. Companies that show a commitment and invest in their employees' growth have a better retention record overall.
- ★ If employees train other employees, this allows the "trainers" additional performance development experiences and, many times, lends credibility to the training since employees "know how it is here."
- ★ Training-Modules.com, LLC allows you to define a corporate standard where all employees have the same information.

Why do I see “Instructor/Facilitator” Guide written in some places and “Instructor” Guide written in others?

Training-Modules.com, LLC refers to their documents as “Facilitator Guides;” however, we are aware that a more common phrase is “Instructor Guides.” Other popular phrases are: Instructor Manuals, Trainer Guides, Trainer Manuals, Instructor's Guides, Instructor's Manuals, Trainer's Guides, Trainer’s Manuals. These documents contain the information for the instructor/facilitator/ trainer on what to do, think, or say prior to, during, and after the module.

We use the term facilitator because we believe (and want) the person leading the module should (to):

- ★ Organize the session.
- ★ Provide an environment where participants feel comfortable and safe to share ideas.
- ★ Assist in the learning process.
- ★ Share meaningful content.
- ★ Facilitate activities, games, and simulations with the debrief questions discussed and the learning points emphasized.
- ★ Be a catalyst for action to be taken by participants back in the workplace.

This experience is “all about the participant,” not the instructor.