


Encouraging & Inspiring... Biblically Based Business

Trainer Training Handouts


4 day version


version 1.1
(English)

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 **Setting up a ...
Biblically Based Business
Trainer Training**


Location
Date




 **OPENING PRAYER**

- ➔ For the course; that it is successful
- ➔ For us; that we can use what we learn to make a difference for others
- ➔ For others; that we can help them to establish successful businesses that will sustain themselves and their family in food, shelter and education
- ➔ For all; that Uganda remains safe and a stable place to live and work, and that God is glorified here



 **WHAT THIS COURSE IS NOT...**

- ➔ All the answers you will need
- ➔ Based (yet) on a good understanding of the issues you most need covered
- ➔ Finished (see point above)
- ➔ An opportunity to sit back and have everything you need delivered



Notes ...

tbn **WHAT THIS COURSE IS...**

- Hard work
- A way of working together to build our abilities and confidence in training Workbook 1 to others
- A chance to practice some of that training, and get feedback on it in a 'safe place'
- An opportunity to explore questions and issues people have around the training, and to gain insights and understanding that will help us
- The first pass at something that will need further refinement and development
- The basis of something that can be built up into a tool to help train other trainers

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tbn **OBJECTIVE**

- To build sufficient confidence and ability that we can successfully train others in Workbook 1


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tbn **AGENDA**

- Introduction / What are we trying to achieve?
- Practicing sessions 1 & 2
- Clinic / Learning styles / Running exercises
- Practicing session 3
- Clinic / Handling the maths of finance
- Practicing Session 4
- Clinic / Preparing for training others
- Awards & Celebrations

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Notes ...

 **GROUND RULES**

We will, at all times,...

- ➔ Be courteous and helpful to our trainer and fellow trainees
- ➔ Listen carefully to what is being said - by anyone – and avoid distractions like side-conversations, phones or other things not to do with training
- ➔ Attend each session, and do our session work as planned
- ➔ Be punctual and return at agreed times ready to start work immediately
- ➔ Enjoy ourselves


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 **GROUPS OF 5**

Organise yourselves into groups of five
(the groups will change each day)

- ➔ Find a table where you can sit down together
- ➔ Introduce yourselves (briefly) to each other:
 - Your name
 - Why you wanted to do this course
 - What you hope to get out of it, and how you plan to use it
- ➔ You have 15 minutes

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 **EXPECTATIONS**

- ➔ You have all attended the training on Workbook 1
- ➔ You have all done the pre-work
 - Re-read workbook 1 and ensured you are able to do the exercises (and have your answers completed)
 - Worked through the session plan, and thought about how you personally would train each session
- ➔ If you have not, the demands which you will place on the course, and your lack of contribution to many of the discussions, will be unfair on your colleagues ...

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Notes ...

tbn **WHAT ARE WE TRYING TO ACHIEVE?**

- ➔ Workbook 1 is intended to be self-sufficient
 - so why are we 'training' people in what they can read for themselves?
- ➔ People who attended the training in October felt that they got a lot more out of the event than they did out of reading the book for themselves
 - things they read made more sense
 - they saw things that they had previously overlooked
 - they put more effort into the exercises
- ➔ This is where we start – understanding what people got out of the training that was so valuable to them
 - What was it that was valuable to you – what extra did you get over and above reading the book?

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tbn **WHAT ARE WE TRYING TO ACHIEVE?**

- ➔ How does this compare against the stated objectives for Workbook 1?
- ➔ What would you like to add to the objectives?
- ➔ Remember to note these in your 'Training support materials' file

Objectives of the Training

To understand:

- How to identify a business opportunity that suits you
- How to get other people to buy from your business
- How to plan your business so that it can do things cheaply and with quality
- How to check whether your business idea will make you money, and how to make more money
- Some very basic principles on running your business

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tbn **AND HOW DID WE ACHIEVE IT?**

Objectives of the Training

To understand:

- How to identify a business opportunity that suits you
- How to get other people to buy from your business
- How to plan your business so that it can do things cheaply and with quality
- How to check whether your business idea will make you money, and how to make more money
- Some very basic principles on running your business

In your groups:

- ➔ Reflect on the original objectives, and the ones that we have now added
- ➔ Think through exactly what took place in the training which helped us to achieve these objectives
- ➔ Write your answers as a list

You have 15 minutes

In plenary:

- ➔ What are all the things we have come up with?

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Notes ...

**AND HOW DID WE ACHIEVE IT?
The Logic ...**

- ➔ If the lists of objectives are the things that we want to achieve out of the training
- ➔ And the list we have just created are the ways to achieve those objectives (mechanisms)
- ➔ Then to be an effective trainer is simply a matter of getting better at delivering those mechanisms
- ➔ And our objectives for this training boil down to developing those abilities

A MANAGEABLE TASK
This is a very important message!!!

- ➔ Workbook 1 is complete in itself
- ➔ People are able to pick up and read all they need
- ➔ The training simply helps that to happen
- ➔ Our goal is simply to 'help' in the best and most effective ways we can – not to be 'perfect trainers'
- ➔ You already have the ability to do this, simply by virtue of having gone through the training yourselves
- ➔ All the training for Workbook 1 is, is a structure of events that help people to share and discuss what the workbook says, and how to apply it in practice
- ➔ Training is simply helping them through that structure
- ➔ This training is about helping you get better at helping them!

Repeat after me ...

This training is about helping you get better at helping them!

So, let us start by making a list of what specifically you want to get better at...

- ➔ What do you want to understand as a result of this training?
- ➔ What do you want to be better able to do?
- ➔ What questions do you need answering?
- ➔ What issues do you need addressed?
- ➔ How do you want to be better 'add-value'?

What are we seeking to achieve for each of you over these four days?

- ➔ Let us make a list so we can keep in mind what exactly they are!

Notes ...

tbn **This training is about helping you get better at helping them!**

We now have a list of what we want to achieve

- Knowing clearly what we want is half way to getting it

We will work on the list every day:

- We will add new things to it every morning from our experiences of training practice each afternoon
- We will work on it regularly to make progress
- We will prioritise the things that are most important to us
- We will cross off the things as we deal with them

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tbn **AFTERNOON EXERCISES...**

Time to prepare what you are going to 'train' your group in ... and then ...

Five cycles of:

- One person helping the group through a session from the Workbook 1 training (20 minutes)
- The rest of the group acting like a group of people attending the training for the first time – please be fair and reasonable in this – help your trainer to gain a good/true experience
- The group providing feedback on what they felt went well in what you did (5 minutes) **Rules of Feedback**
- The group providing feedback on what they felt could have been improved (5 minutes) **Feedback**

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tbn **SOME RULES FOR FEEDBACK Giving Feedback**

- Have as many encouraging things to say as you have areas for improvement – and say them first!
- Nobody is 'bad' at anything, it is just that we all have areas which we can improve
- We are not better than the person we are giving feedback to, or entitled to judge them – so please do not use any language that implies that we are (Phil 2)
- Only talk about things that the person can do something about
- Focus on one or two important things – not a shopping list of them
- Give feedback in the most helpful and encouraging way that you can

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Notes ...

tbm **SOME RULES FOR FEEDBACK**
Receiving Feedback

- ➔ Listen carefully to what is being said, and ask questions that help you to understand it
- ➔ Write it down
- ➔ Do not attempt to challenge, argue, disagree or explain – just take the feedback as an honest perception of the impression you created at that time
- ➔ Everything we accept is something that we will be able to improve
- ➔ Everything we reject is something that we will be unable to improve

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tbm **AFTERNOON EXERCISES (DAY 1) ...**
 All times are from Sessions 1 & 2

Session 1 (Pages 3 and 4 of session plan)

Session Name	Trainer Responsibility	Time
1 Hopes & Concerns	9.15-9.30 activity and first paragraph of the 10.15-10.45 activity	20 mins

Session 2 (Pages 5-10 of session plan)

Session Name	Trainer Responsibility	Time
2 What is a business how this trg. helps?	1 st & 3 rd paragraphs of 9.15-9.55 activity & all 9.55-10.00 activity	20 mins
3 What is your business? – Parts 1 & 3	1 st 3 rd & 4 th paragraph of 10.00-10.35 activity & 1 st paragraph from the 11.15-11.40 activity	20 mins
4 What makes a customer buy?	All of the 11.40-12.00 activity	20 mins
5 Introducing project 1 & practicing	All 12.00-12.15 activity & 1 st paragraph of 12.25-12.45 activity	20 mins

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tbm **AFTERNOON EXERCISES (DAY 1) ...**
Preparing for your session

- ➔ Re-read the sessions you will be training to your group from the session plan
- ➔ Re-read the relevant sections of the workbook, and look at the training support materials that relate to this session (if any)
- ➔ Prepare any additional materials you may need, and think through how you will start off the session and how you will talk people through it
- ➔ Make any additional notes you need

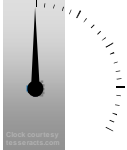
You have 30 minutes

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Notes ...

tbn DAY 1 TIMINGS

→ 13.15	Preparation
→ 13.45	Session 1
→ 14.05	Feedback on session 1
→ 14.15	Session 2
→ 14.35	Feedback on session 2
→ 14.45	Session 3
→ 15.05	Feedback on session 3
→ 15.15	Tea
→ 15.30	Session 4
→ 15.50	Feedback on session 4
→ 16.00	Session 5
→ 16.20	Feedback on session 5
→ 16.30	End of Day 1



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tbn DAY 2

Opening Prayer & Worship

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tbn DAY 2 - Clinic of Issues from Day 1

How did the rehearsal sessions go yesterday?

- What issues arose?
- What new questions do you have?
- What new learnings have you discovered?

Which issues do you feel are the most important to address urgently?

- Use your sticky dots to vote

For the issues with the most dots

- How does the problem arise?
- What ideas do we have to overcome it?

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Notes ...

tbn DAY 2

Regrouping:

- Would all the 1s from yesterday come to the front of the room, followed by the 2s, and so on
- Regroup by counting off fives
- Renumber yourselves in your new groups

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tbn DAY 2

Time for a break

- And a chance to get to know the people in your new group
- Please stick with them and have a casual chat over a drink
 - Introduce yourselves (briefly) to each other
 - Talk about how you are finding the course

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tbn **LEARNING: In how few turns can you find all four pots of gold?**

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Notes ...

DIFFERENT LEARNING STYLES

Plan Act
Theorise Reflect
Kolb's Learning Cycle

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WHICH IS YOUR PREFERRED LEARNING STYLE?

Go to the corner of the room which represents your preferred style of learning?

- ➔ What can we learn from this?
- ➔ What does it mean for us when we train a group of people who have varied styles of learning?

Planning Doing
Thinking Observing
Kolb's Learning Cycle

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THE LEARNING PROCESS

I hear and I forget
I see and I remember
I do and I understand

Confucius

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Notes ...

tbm HOW ADULTS LEARN

A person retains approximately:
10% of what he reads
20% of what he hears
30% of what he sees
50% of what he sees and hears
80% of what he says himself
90% of what he does himself

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tbm The 3 Minute Time Test

Please do not turn over the paper until you are told to start.
After you have been told to start, you are required to work as quickly and as accurately as possible through the 21 instructions on the reverse of this page.
No questions or comments except those in the instructions are allowed – everybody works individually
You will be told to stop after 3 minutes have elapsed.

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tbm UNDERSTANDING INSTRUCTIONS

3 Minute Time Test

1. Read everything before you do anything
2. Put your name in the upper right-hand corner of the paper.
3. Circle the word 'name' in the second sentence
4. Draw five small squares in the upper left-hand corner of the paper
5. Put an 'X' in each square mentioned in number 4
6. Put a circle around each square
7. Sign your name under the title of this page
8. After the title write 'yes, yes, yes'
9. Put a circle around sentences number 7 and 8
10. Put an 'X' in the lower left-hand corner of this page
11. Draw a triangle around the X you have just made
12. On the back of this page, multiply 70x30
13. Draw a circle around the word paper in sentence 4
14. Loudly call out your first name when you get to this point in the test
15. If you think that you have carefully followed directions, call out - "I have carefully followed directions"
16. On the reverse side of this paper add 107 and 275
17. Put a circle around your answer to this problem
18. Count in your normal speaking voice from 1 to 10
19. Punch three small holes in your paper with your pencil here
20. If you are the first person to get this far, call out loudly - "I am the leader in following directions"
21. Now that you have finished reading carefully, do only sentence 2

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Notes ...

tbn USING EXERCISES

Clear instructions
Check understanding
Go round and check

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tbn THE VALUE OF DISCUSSION/INTERACTION

Encourages the group to think and commit themselves
Ensures a degree of ownership in the conclusion
Less work for the facilitator??
Gives instant feedback as to understanding/acceptance
What do you think?

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tbn EXAMPLES OF OPENING DISCUSSION/INTERACTION (Informal)

What do you think?	(Feedback)
How might this?	(Creative)
Is anybody aware of?	(Positioning)
What are?	(Testing)

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Notes ...

tbn **EXAMPLES OF OPENING DISCUSSION/INTERACTION (Formal)**

Use the flip chart
Get people to list answers individually
Syndicate Exercise and Presentation
Questionnaire, Individual Exercise
Group Exercise (eg 3 Minute Time Test)

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tbn **BODY LANGUAGE**

- What it is
- See if you can work it out for yourself?

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tbn **BODY LANGUAGE - BOREDOM**




"I wish I were somewhere else ... **anywhere** else!"

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Notes ...


tbn BODY LANGUAGE - CRITICAL EVALUATION



“But what about when it all falls apart ...”

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tbn BODY LANGUAGE - POSITIVE EVALUATION



“I like the potential of this ... tell me some more...”

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tbn BODY LANGUAGE - TURNED OFF

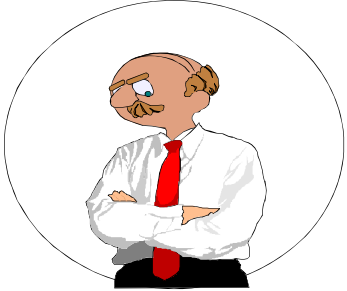


“I’m not sure about this ... or you ...”

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Notes ...

tbn BODY LANGUAGE (CLUSTERS)



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tbn BODY LANGUAGE
A chance to try it out

One person acts out one of the following and the rest of the group guess which one it is ...

- ➔ Boredom
- ➔ Interest
- ➔ Annoyance
- ➔ Thinking something through
- ➔ Wanting to help
- ➔ Confusion
- ➔ Wanting to speak
- ➔ Disagreement

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tbn BODY LANGUAGE IN THE GROUP

Body Language, the next step

- ➔ Does it mean something, or is it by accident?
- ➔ Are there obvious groups that go together?

But better still, use your subconscious

- ➔ How do you feel they feel?

And confirm it if required

- ➔ Think about the obvious signals
- ➔ Check it out with them directly

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Notes ...

tbm AFTERNOON EXERCISES (DAY 2) ...
All times are from Session 3

A chance to try out getting people involved & reading body language?

Session 3 (Pages 11 to 14 of session plan)

Session Name	Trainer Responsibility	Time
1 Welcome Back	9.00-9.35 activity (excluding review of market research – last 15 mins) – where session plan refers to 'projects', substitute 'training exercise from yesterday'	20 mins
2 Developing a Process Map – 1	All of the 9.35-9.55 activity	20 mins
3 Importance of Plann'g / Process Map – 2	All of the 09.55-10.00 activity & begin the 10.00-11.00 activity (getting as far with it as you can)	20 mins
4 Keeping Costs Down	All of the 11.15-11.30 activity & begin the 11.30-12.00 activity	20 mins
5 People Costs / Introducing Project 2	All 12.00-12.15 activity & 1 st paragraph of 12.15-12.30 activity	20 mins

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tbm AFTERNOON EXERCISES (DAY 2) ...
Preparing for your session


- ➔ Re-read the sessions you will be training to your group from the session plan
- ➔ Re-read the relevant sections of the workbook, and look at the training support materials that relate to this session (if any)
- ➔ Prepare any additional materials you may need, and think through how you will start off the session and how you will talk people through it
- ➔ Make any additional notes you need

You have 30 minutes

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tbm DAY 2 TIMINGS

- ➔ 13.15 Preparation
- ➔ 13.45 Session 1
- ➔ 14.05 Feedback on session 1
- ➔ 14.15 Session 2
- ➔ 14.35 Feedback on session 2
- ➔ 14.45 Session 3
- ➔ 15.05 Feedback on session 3
- ➔ 15.15 Tea
- ➔ 15.30 Session 4
- ➔ 15.50 Feedback on session 1
- ➔ 16.00 Session 5
- ➔ 16.20 Feedback on session 5
- ➔ 16.30 End of Day 2



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Notes ...

tbn **FEEDBACK**

- ➔ Silence for two minutes: think back, reread the objectives and the process for the session
- ➔ Remember the rules of feedback
- ➔ 4 minutes encouragement
- ➔ 4 minutes suggestions for improvement

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tbn **DAY 3**

Opening Prayer & Worship

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tbn **DAY 3 - Clinic of Issues from Day 2**

How did the rehearsal sessions go yesterday?

- ➔ What issues arose?
- ➔ What new questions do you have?
- ➔ What new learnings have you discovered?

Which issues do you feel are the most important to address urgently?


- ➔ Use your sticky dots to vote

For the issues with the most dots

- ➔ How does the problem arise?
- ➔ What ideas do we have to overcome it?

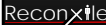
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Notes ...

 **DAY 3**

Regrouping:


- Would all the 1s from yesterday come to the front of the room, followed by the 2s, and so on
- Regroup by counting off fives
- Renumber yourselves in your new groups




 **DAY 3**


Time for a break

- And a chance to get to know the people in your new group
- Please stick with them and have a casual chat over a drink
 - Introduce yourselves (briefly) to each other
 - Talk about how you are finding the course



 **INTRODUCING THE MATHS EXERCISE BOOK**

- Why it exists
- Where it is supposed to help
- Try it out for yourselves (in pairs)
- Any feedback?



Notes ...

tbn **Making Sure We Are Confident With The Maths**

Which sections of the workbook would you like further teaching on to improve your confidence

- List them up
- Prioritise them with sticky dots
- Work through them in priority order

As we work through each bit, rearrange yourselves so that those who already understand can better help those who are struggling

- Where could the maths book be further improved?

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tbn **HANDLING QUESTIONS**

- What sort of questions most worry the group?
- Why do these sort of questions worry you?
- Are there any common themes?

The importance of correct positioning with the group:

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tbn **HANDLING QUESTIONS**
Importance of correct positioning with the group

- You are after all volunteers – trying to help
- You have not set yourselves up as ‘experts’
- Some things we have to try and work out together
- Throw the questions back out into the group
- Work on the question with the groups help
- Work with a co-trainer who is good where we are weak (*remember the teaching on the body*)

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Notes ...

tbm AFTERNOON EXERCISES (DAY 3) ...
All times are from Session 4

Session 4 (Pages 15 to 18 of session plan)

Session Name	Trainer Responsibility	Time
1 Finance & Checking the Homework	All the 9.25-9.30 activity & as much of the 9.30-10.00 activity as you can manage	20 mins
2 Step-by-step / Revenue	All the 10.00-10.05 activity & the 10.05-10.25 activity (<i>this part should be kept to 15 minutes in a smaller group</i>).	20 mins
3 Fixed Costs / Variable Costs	1 st paragraph of the 10.25-10.45 activity & 1 st paragraph of the 10.45-11.15 activity	20 mins
4 How much profit do you need	All of the 11.50-12.10 activity	20 mins
5 Cashflow	All of the 12.10-12.30 activity	20 mins

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tbm AFTERNOON EXERCISES (DAY 3) ...
Preparing for your session


- ➔ Re-read the sessions you will be training to your group from the session plan
- ➔ Re-read the relevant sections of the workbook, and look at the training support materials that relate to this session (if any)
- ➔ Prepare any additional materials you may need, and think through how you will start off the session and how you will talk people through it
- ➔ Make any additional notes you need

You have 30 minutes

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tbm DAY 3 TIMINGS

- ➔ 13.15 Preparation
- ➔ 13.45 Session 1
- ➔ 14.05 Feedback on session 1
- ➔ 14.15 Session 2
- ➔ 14.35 Feedback on session 2
- ➔ 14.45 Session 3
- ➔ 15.05 Feedback on session 3
- ➔ 15.15 Tea
- ➔ 15.30 Session 4
- ➔ 15.50 Feedback on session 1
- ➔ 16.00 Session 5
- ➔ 16.20 Feedback on session 5
- ➔ 16.30 End of Day 3





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Notes ...

 **DAY 4**

Opening Prayer & Worship

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 **DAY 4 - Clinic of Issues from Day 3**

How did the rehearsal sessions go yesterday?


- ➔ What issues arose?
- ➔ What new questions do you have?
- ➔ What new learnings have you discovered?


Which issues do you feel are the most important to address urgently?

- ➔ Use your sticky dots to vote

For the issues with the most dots


- ➔ How does the problem arise?
- ➔ What ideas do we have to overcome it?

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 **DAY 4**

Regrouping:

- ➔ Would all the 1s from yesterday come to the front of the room, followed by the 2s, and so on
- ➔ Regroup by counting off fives
- ➔ Renumber yourselves in your new groups

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Notes ...

tbn DAY 4

Time for a break

- And a chance to get to know the people in your new group
- Please stick with them and have a casual chat over a drink
 - Introduce yourselves (briefly) to each other
 - Talk about how you are finding the course

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tbn WHAT WILL YOU NEED TO DO TO SET IT UP?

In your group, think through all that you will need to do to run your first training session with others:

- Where will you hold it? How will you arrange it?
- Who will attend? How will they know?
- What materials will you need? What equipment?
- Will you train on your own, in pairs or in teams?
- What else will you need to arrange?
- What else will you need to do?

Options to think about:

- Will you train a big group or a small one?
- Will you do it over four days or over several weeks?

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tbn ACCESS TO RESOURCES?

What currently exists:


- Workbooks
- Flipcharts
- Church rooms
- Electronic session plans and visual aids
- And all of this course

What else would be useful to you to take this forward here?

- What can I do to help?
- Do you want to use this material to train other trainers?


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Notes ...

 **HANDLING WORSHIP**


→ How do you see yourselves handling prayer and worship at the start of each session?

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 **CONGRATULATIONS**
That is it

→ You are the first trainers of "How to Start-up Your Own Small Business"
→ Time for a celebration perhaps

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 **Further support**

www.reconxile.org
forum.reconxile.org

Trainer details ...

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Notes ...
