



**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