



DESIGN AND DEVELOPMENT

TRAINING MATERIALS

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- 2** Facilitator's Guide
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1. PRESENTATION SLIDES

I design slides to reduce cognitive load and improve retention

VISUAL-FIRST DESIGN EXAMPLES



Change management session

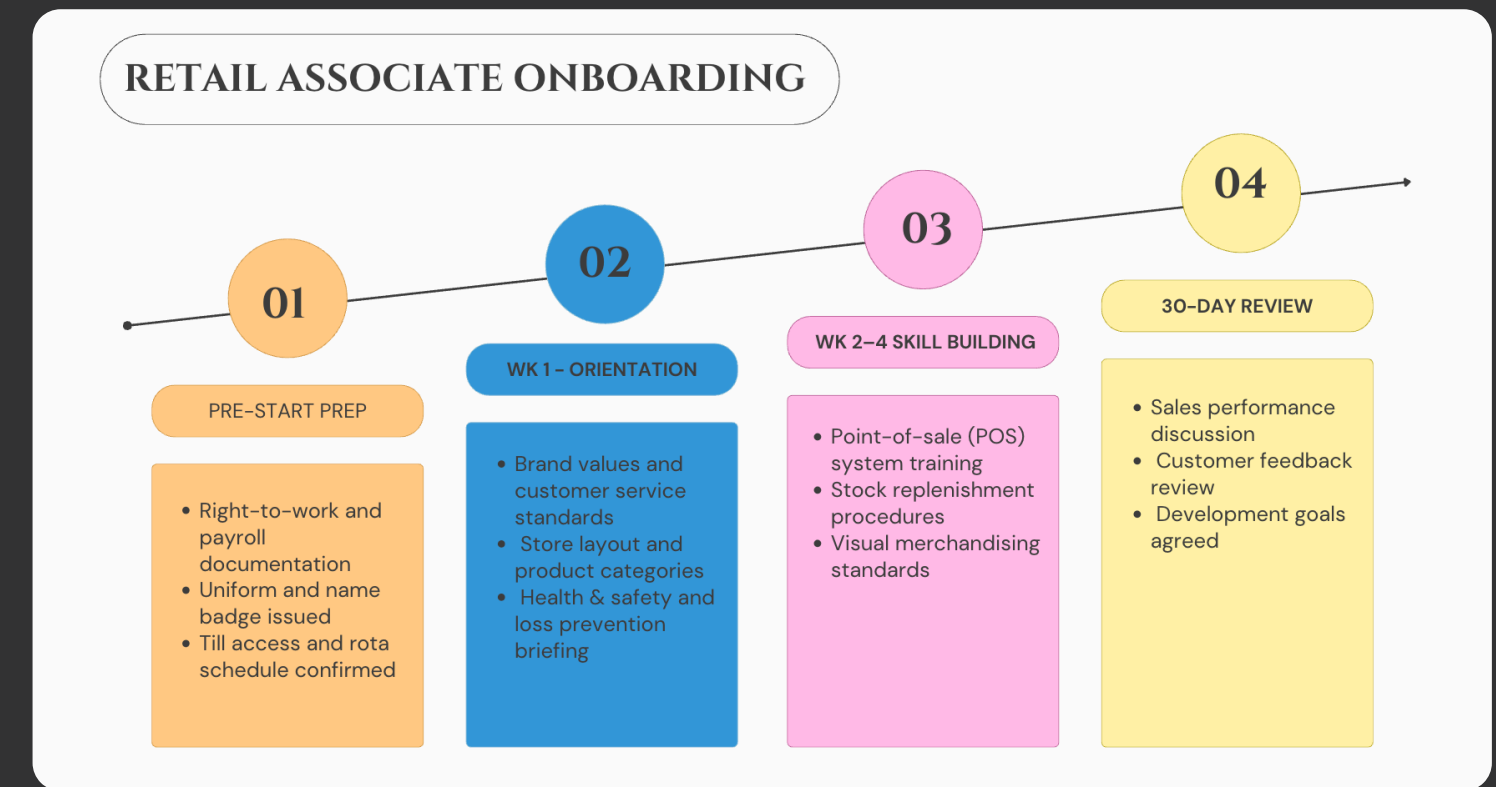


Fire safety training

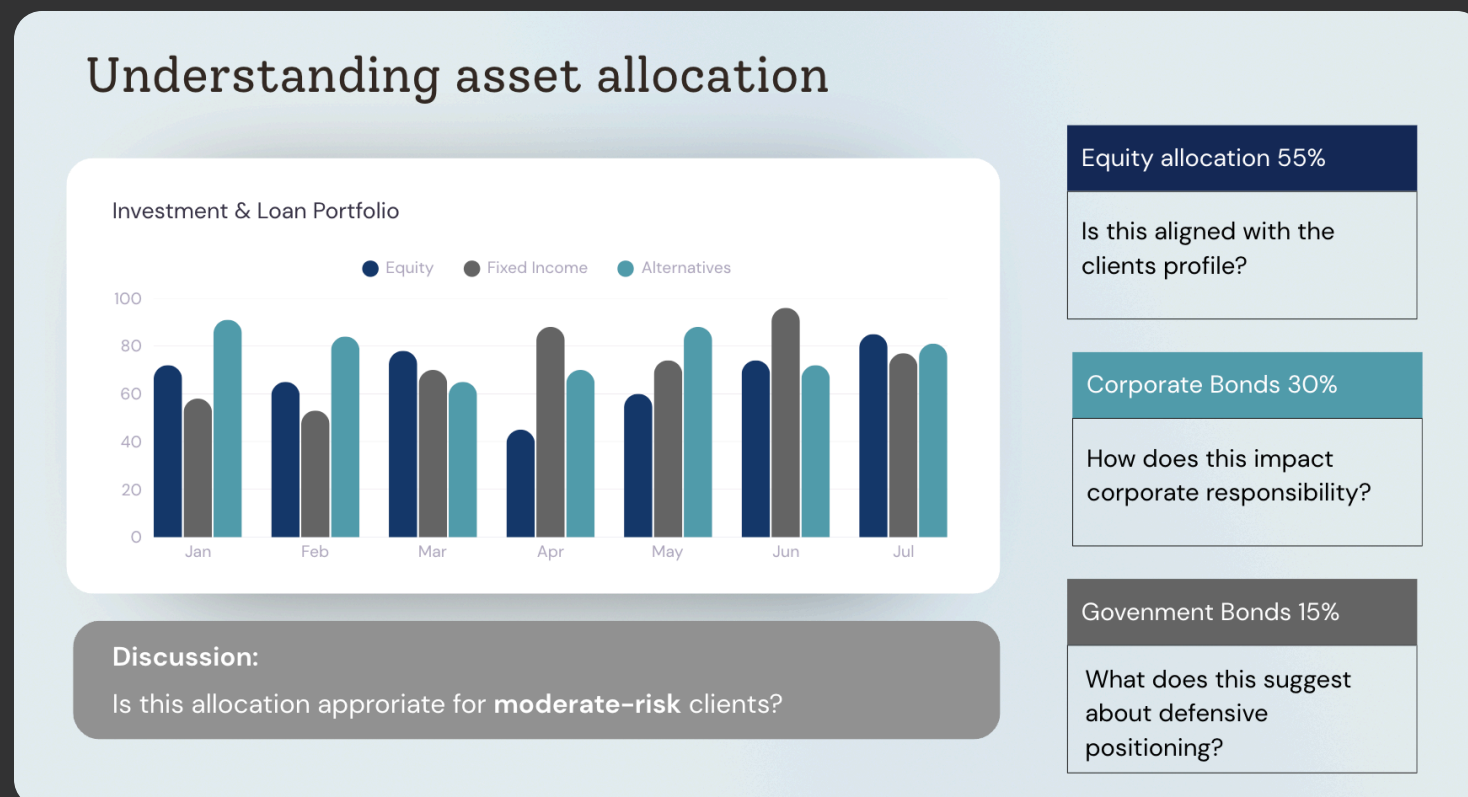


Clinical skills workshop

TEXT-HEAVY DESIGN EXAMPLES



Map processes



Visualise complex data

Substrate Tolerance Verification (BS EN 1996-2)

Substrate must not deviate more than $\pm 3\text{mm}$ over a 2m span prior to rail installation.

Simplifying technical information



2. FACILITATOR GUIDE

Guides are well-structured and meaningful, so that presenters feel confident and prepared.

INSIDE THE GUIDE

1

Session Overview

Clear objectives, audience details, timing, materials, and any required pre-work.

2

Structured Agenda

Timed, step-by-step session outline with clear flow, breaks, and transitions.

3

Facilitator Script / Prompts

Key talking points, suggested wording, and questions to guide delivery.

4

Activity Instructions

Clear directions for running activities, including group setup, timing, and debrief guidance.

5

Slide Notes

Outlines the purpose of each slide with prompts on what to emphasise or explore.

6

Supporting Documents

Communication templates, preparation instructions, and feedback forms.

TALKING POINTS & SCRIPT

Key Talking Points

- Use full legal company name
- Select correct industry and region
- Assign correct account owner
- Complete mandatory fields only — avoid guessing

Suggested Wording

“Use the official company name — not abbreviations or nicknames.”

“If you don’t know a field value, don’t guess. Leave it blank or confirm later.”

“Ownership matters. The right owner ensures accountability and clean reporting.”

AGENDA

AGENDA

09:00 – 09:15	Welcome & Introductions
09:15 – 10:00	Understanding Difficult Clients
10:00 – 10:45	Active Listening & Empathy
10:45 – 11:00	Coffee Break
11:00 – 12:00	Responding to Challenging Situations
12:00 – 13:00	Lunch Break
13:00 – 14:15	De-escalation Techniques
14:15 – 15:00	Managing Expectations & Delivering Tough Messages
15:00 – 15:15	Tea Break
15:15 – 16:00	Role-Play & Practice Sessions
16:00 – 16:30	Q&A and Action Planning

2

THE HIDDEN COST OF MODERN WORK

The Cost of Constant Effort.



Slide 8: The Cost of Constant Effort

Overview

Explain work intensification increases or daily effort — and how consistent effort without replenishment can lead to stress.

Facilitator Notes

Because of work intensification, we're using more effort every day just to keep up. But if we don't create space to restore the energy we've used, stress begins to accumulate.

SLIDE NOTES



3. PARTICIPANT RESOURCES

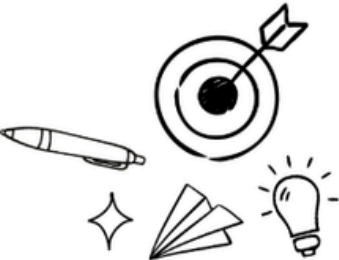
My aim is to ensure that the right behaviours stick once people return to their role

INTERACTIVE & REFLECTIVE ACTIVITIES

routine, this resource will guide you step by step.



Assessment Self-reflection



Assessment task:

Dept:

Date:

Score:

Plus
What were my strengths? In which areas was I most successful?

Minus
What were my weaknesses? In which areas was I least successful?

Improve
What are some specific strategies or activities I can undertake to improve particular skills for next time?

THE HIDDEN COSTS OF MODERN W

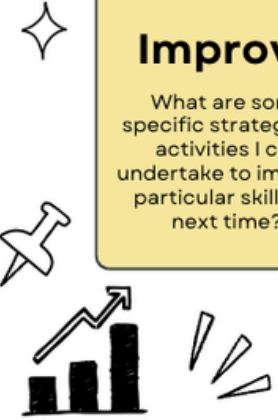
Case Study

A Day in the Life

Mariam works remotely for a gl

Her mornings often begin with colleagues in different time zor back-to-back video meetings. drained — but since she’s work hard to “switch off.”

She keeps replying to emails into the evening, even while





CURATED SUPPORT TOOLS

Applying Feedback

Putting feedback into action is half the battle to drive performance. Feedback has the potential to be a powerful tool for learning and growth. The challenge you face – differences, issues he tried on your aptitude talking, the complex practices, performance happens if you come so trying about

Recommended Videos

- ▶  How to Give Better Feedback
- ▶  Best Practices for Receiving Feedback




How to Give Better Feedback




Best Practices for Receiving Feedback



Additional Resources

 **HBR** - The Right Way to Give Negative Feedback

 **TED Talk** - The Art of Receiving Feedback Well

Calibrating Your Feedback

The responsibility to deliver feedback performance is key to organizational success. Feedback Performance practices and feedback models are used. Feedback Models Feedback Practices Feedback Practices to make the most of them and making your efforts.

Building Feedback

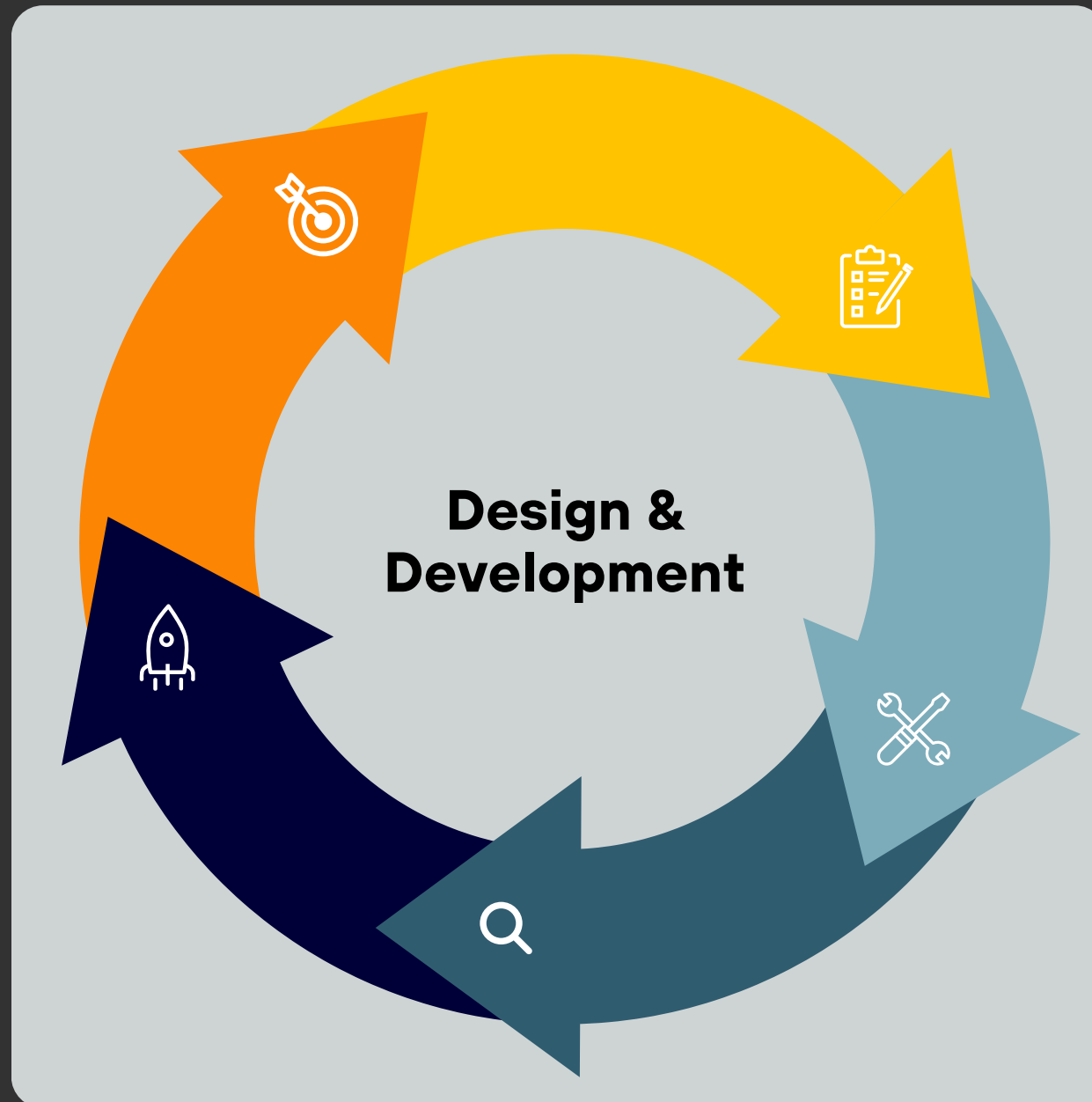
The feedback process is a continuous cycle that is essential to the success of any organization. The feedback process is a continuous cycle that is essential to the success of any organization. The feedback process is a continuous cycle that is essential to the success of any organization.



4. DESIGN & DEVELOPMENT PROCESS

My processes are evidence-based and adaptable e.g.,
ADDIE, SAM

AN ITERATIVE APPROACH



Understand Goal

01

Agree what the training needs to achieve and who it is for.

Plan Session

02

Outline the flow, key messages, activities, and timing.

Create Materials

03

Design the slides, facilitator guide, workbook, and supporting documents.

Test Quality

04

Work is reviewed and tested to ensure expected standards are met

Deliver Value

05

Final output is released to stakeholders for immediate feedback and use



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