Train-the-Trainer for IT and SaaS Product Trainers

Public workshop · Live online

Wednesday 25 November 2026 · 09:30–14:30 GMT · 4 training hours

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Workshop focus

- Demonstrate a product task
- Give instructions learners can act on
- Coach a learner through difficulty
- Check independent performance

Trainer Development

Practical people skills for tech teams

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Workshop overview

Teach a short task from your own IT or SaaS product and watch a peer try it. Use what the learner actually does to improve your explanation, instructions and feedback, then teach the difficult part again.

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Workshop practice

In a group of up to four, you take turns practising situations agreed during your training needs analysis. A peer or your facilitator gives you feedback on what they saw and heard. You try the difficult part again.

Preparation and follow-up

Before the workshop

For a manager-sponsored place, we first ask your manager what they want the training to help you do. In a short, private training needs analysis (TNA), you tell us about your product or solution, the people you work with and a conversation or task you want to handle better. You and your facilitator agree what the group can use for practice.

Prepare five minutes of teaching on one product task you know well. Choose a learner starting point, a handover instruction and a way to check the result.

Bring · An approved training environment with safe sample data, or shareable screen images of the workflow your peer can work through.

After the workshop

Submit your revised session outline and learner-practice brief. Identify two changes to test when you teach the task at work.

Your personal report reviews outcome and activity design in the written work, alongside explanation, instructions, observation and debrief demonstrated in your micro-session. It includes 2 priorities and a checklist for your next delivery.

Workshop agenda

09:30–10:00	**Teach the first step** Give a peer the opening instruction for a product task you teach. Let them attempt the first step and ask them to show or describe what they did. **Feedback** · Your learner tells you what they thought success looked like and where they needed another cue. Try a clearer instruction.
10:00–10:45	**Demonstrate a decision and hand it over** Show a short workflow from your own product. Pause at a decision, explain how you choose and let a peer take over the next step. **Feedback** · The learner explains the choice back to you. An observer flags the cue that helped them continue independently.
10:45–11:30	**Run your five-minute teaching segment** Teach a five-minute segment, brief the learner's task and watch a peer attempt it. Ask the learner to show the result and explain how they checked it. **Feedback** · Peers identify what they could do unaided and the first point where your explanation or instructions left them unsure.
11:30–12:30	**Lunch break** Optional 10-minute 1-to-1 video check-in with your facilitator to review feedback and focus your afternoon practice.
12:30–13:15	**Help a learner who gets stuck** Have your partner pause at a point where your own learners need help. Ask them to describe their reasoning, offer a cue and let them finish the task. **Feedback** · Your partner identifies the prompt that helped them recover. The observer notes whether you gave them time to act on it.
13:15–14:00	**Reteach the difficult moment** Repeat the explanation, instruction or debrief that caused the most difficulty. Ask another peer to try the revised task and check their own result. **Feedback** · Compare the attempts. The learner identifies exactly which change made the next step or success check clearer.
14:00–14:30	**Check learners can do it independently** Run the close of your next session. Give a learner a fresh starting point for the same task and ask them to perform or talk through it unaided. **Feedback** · The observer identifies what demonstrated independent performance and which step needs another check. Choose two changes for your next delivery.

Free workshop resources

Choose a product task you need to teach. Use the checklist to plan your demonstration and how learners will practise it themselves.

- Train the Trainer checklist
- Trainer Skills e-learning

Browse all checklists