

Train the Trainer Programmes

Accelerated Learning & Coaching Techniques

Most clubs run their own in house programmes to support staff to improve and develop their dealing skills. Whilst all casino game trainers will excel in their knowledge of the games they may not have the added advantage of understanding individual learning styles and how their trainees process information and learn best.

Once this is understood learning can be accelerated to provide better results as training even in a group becomes more tailored to each individual. This course teaches the trainers

- How to spot when and where the trainee is stuck in learning a dealing skill or technique
- How the trainee actually is thinking about what they are doing
- Different learning approaches and styles
- Different ways of thinking and demonstrating techniques as systems and patterns
- How to coach the trainee to improve
- How to deliver performance feedback
- Understand who is a logical thinker, and likely to prefer procedures, and how to maximise this individual
- Who is a creative thinker and likely to work non sequentially, and how to deal with this individual

Key Benefits of Accelerated Learning for Trainees and Trainer

- Faster learning times- shorter sessions can be more focused
- Improved productivity in the club
- Higher skill and retention levels, because coaching techniques are used
- Improved Customer service
- Improves training of dealers for who English is not their first language
- Develop performance coaching skills which enhance training ability

This course can be run in house or at our training venue in Surrey

- PowerPoint is used to support the course and manuals provided for delegates
- 2 day course which can be taken as 2 days together or individually

Course Lead Trainer

Sheree Owen is an advanced learning technique specialist, a qualified executive coach and trainer, accredited to deliver several psychometric tools, a MNLP and holds a diploma in Stress Management (ISMA) Sheree began her casino trainer experience in 1988 whilst at LCI and worked as an in house trainer, as part of her pit management roles for LCI, in both London and France, and at The Ritz Casino both in house whilst employed and as an external training consultant. Her training experience spans 20 years at all levels from trainee to CEO.