

# Train-the-Trainer Program and Services



## A Customized Train-the-Trainer Solution

Meet Me In The Cloud (MMITC) is committed to providing professional training to our customers and the **Train-the-Trainer** program is one of our services.

We provide customized Train-the-Trainer programs for the Webex services, including Webex Meetings, Webex Teams, etc. We work with your Webex Administrator to ensure each Train-the-Trainer program is customized to support the learning needs of your organization.

This program is designed to prepare professional trainers as well as employees who are assigned to “training” projects but whose title and day-to-day responsibilities may be outside the traditional Training realm.

## Program Deliverables

- 1 **Train-the-Trainer Roles document**
- 2 **Train-the-Trainer Curriculum Review**
- 3 **Product-Specific Train-the-Trainer session**
- 4 **Train-the-Trainer session recording**
- 5 **Product-Specific Train-the-Trainer Guide**
- 6 **Product-Specific Training Script & Powerpoint**
- 7 **Product-Specific Learning Guide**
- 8 **Teach Back Session**
- 9 **Support Resources**



Webex Meetings



Webex Teams

**Learn More**

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## Program Deliverables Explained

Our Train-the-Trainer programs include the following deliverables to prepare your Webex training team and help ensure their success:

**1 Train-the-Trainer Roles document** Provides management with the descriptions of the trainer and proctor roles and responsibilities to help them understand the talent and time requirements and select the appropriate training team members.

**2 Train-the-Trainer Curriculum Review** One-hour meeting in which the Meet Me In The Cloud trainer meets with your Webex Administrator and the point person for the Train-the-Trainer implementation to review the content of the Train-the-Trainer curriculum, discuss requested customizations, and confirm the training schedule and logistics.

**3 Product-specific Train-the-Trainer session:** The length of the session varies based upon the Webex service. The length of the session is the standard length of an instructor-led training session plus time to review the Train-the-Trainer content, including: training prep, training logistics, training practice, best practices, training follow-up, etc. The Train-the-Trainer sessions can be delivered virtually or onsite.  
**Pre-requisite:** Trainers and proctors must attend the instructor-led Webex training session that is scheduled for your employees. This ensures they are already familiar with the Webex service before attending the Train-the-Trainer session.

**4 Train-the-Trainer session recording:** The Train-the-Trainer session will be recorded and provided to your Webex training team for future review and to onboard new trainers and proctors.

**5 Product-specific Train-the-Trainer Guide and companion PowerPoint:** Your Webex training team will receive the comprehensive Train-the-Trainer Guide and PowerPoint which provide information on the Webex training roles, environment, training logistics and schedule, communication plan, survey templates, reports, follow-up activities, use of Meet Me In The Cloud training materials, MMITC support resources, and Cisco support resources.

**6 Product-specific Training Script and companion PowerPoint:** Your Webex training team receives the specific comprehensive Webex Training Script and PowerPoint. The Training Script provides pre-training and post-training checklists, script text, and step-by-step instructions to deliver during the end-user training session.

**7 Product-specific Learning Guide:** The Learning Guide supplements the instructor-led Webex training session. Each Learning Guide is designed to provide your employees with comprehensive step-by-step instructions related to the major features that were covered in the instructor-led training session. The Learning Guide is self-paced and will help your employees get up-to-speed and comfortable with the Webex features enabled on your Webex environment.

**8 Teach Back session:** This session provides your Webex training team with the opportunity to practice delivering the training content back to the Meet Me In The Cloud trainer and receive constructive feedback. This session will be delivered virtually.

**9 Support Resources:** Post program support for trainers for a specified amount of time.

