

# Internal Resources Development & Certification

Our Instructor Development program develops the internal resources clients need for in-house training and the development of existing and new managers in the service delivery system. Clients become self-sufficient by putting their own fully-developed service culture training process in place and having all the viable in-house resources needed to do the following:

- ◆ Facilitate and coordinate all Promises™ or Leading the Promises™ Workshops within the organization.
- ◆ Implement a full patient service delivery process practically and efficiently.
- ◆ Adapt the techniques and skills learned to design and facilitate other management development sessions.
- ◆ Act as a resource for senior management by focusing on all service culture delivery issues within each department.

Through analysis of our Promises™ & Leading the Promises™ workshop modules, role-playing scenarios, discussion of learning methodologies, mock training facilitation and critiques, leaders will develop specific skills needed to instruct, centered on these principles:

- ◆ Developing content of sessions
- ◆ Handling of presentation equipment
- ◆ Facilitating group discussion
- ◆ Platform presentation skills
- ◆ Handling of an individual participant's needs
- ◆ Preparation of materials and session plans

Instructors who commit themselves to this course will become certified to facilitate Freeman Group workshops under a license agreement exclusive to the client.

