
BK ONE PRO-T™

Professional Train the Trainer Series

BK ONE LEARNING, INC.

New York City : Sao Paolo : London : Frankfurt : Durban : Dubai : Amman : Gurgaon : Shanghai : Singapore : Manila : Kuala Lumpur : Sydney
www.bkonelearning.com

PRO-T™ (BPM)

PRO-C™ (BPM)

PRO-T™ (TTT)



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BK ONE

Training
Consulting
Outsourcing

Pro-T

About the BK One PRO-T

*Professional-
Trainer Training
(Pro-T)*

About the BK One® PRO-T™

Be properly prepared as the role of the trainer evolves and more is demanded of your talent and time.

Designed by Bikram Kumar Singh, *the 2013 and 2015 Chief Learning Officer of the Year* award recipient and Founder, CEO of BK One Learning, a Global Top 10 Training Outsourcing Company; the PRO-T™ Trainer Training Program is a unique assessment-based certificate offering that covers the entire process of delivering training, including assessment, preparation, creating a positive learning environment, facilitating learning, and evaluating learning.

Grounded in theory and focused on practice and application, this program will develop your professional capacity in this area of expertise.

The PRO-T™ program is backed by a body of knowledge collected from learning leaders across the globe and provides for an incredibly unique training program designed for future learning leaders.

This program's foundation in research provides specific insight on the core competencies and best practices of great training organizations. That research, constructed into an intuitive, hands-on training program, delivers a set of business skills and best practices empowering you to manage future training needs of your organization.

It does this, not with a formula to be applied to every problem, but with the development and practice of key skills that learning leaders need to manage training programs that align with the goals of the organization, now and in the future.

Key Benefits:

- ✓ **Small class sizes for personalized attention**



The BK One PRO-T™ course is taught by an expert Master BK One Certified instructor in a small class setting (average class size of fifteen students*) to ensure you receive the individual attention necessary to maximize your learning experience. A small class size also guarantees that your individual learning needs are addressed.

- ✓ **Global BK One Certification and Recognition**

The BK One's PRO-T™ is a globally recognized trainer-certification. It prepares trainers to face any challenges that they might come across while developing, deploying, or delivering training programs in any industry.



- ✓ **A professional atmosphere with highly-experienced classmates**



During your BK One's PRO-T™, you will study with a group of mature and experienced training professionals. Your classmates come from a wide range of industries. You will learn as much from them as you will from your program.

✓ **Access to the BK One's student and alumnus community from the start**

One big advantage of doing your PRO-T™ program at BK One is that you will have a head start in getting acquainted with the BK One learning and training community. You are welcome to participate in some of BK One's student activities, including networking with talented BK One students and alumni from around the world, attending project presentations, and getting to know your trainers.



✓ **A video of your final training delivery with individualized feedback and analysis**



We record 'trainer delivery videos' of the participant pre and post the PRO-T™ program. This process is of great help in us helping the trainers understand their opportunity areas in delivery and contributes towards their post-training action planning and us designing a CLP (continuous learning plan) for them.

✓ **Access to the BK One® comprehensive guide to delivering training**

All trainers are provided with a robust participant guide, with tools, resources, and templates to use back on the job. This, combined with the industry recognized certification, PRO-T™, prepares the trainers to take head-on all future challenges that they might come across while training participants.



What to Expect:

- ✓ **Pre-Work:** Complete a self-assessment and go through pre-training preparatory material
- ✓ **Homework:** You may find it necessary to do some preparation for your skills practice outside of the classroom.
- ✓ **Supplemental Resources:** This program includes tools and templates to help you apply what you learned on the job.
- ✓ **World Class Master Trainer:** This program is felicitated by globally renowned Master Trainer, Bikram Kumar Singh, winner of innumerable awards for his trainer training skills. Bikram has trained over 7,500 corporate trainers across the world, including, USA, UK, Middle East, Asia, India, and Australia. He has also been featured in numerous media and has articles written on him in leading dailies worldwide, including the Wall Street Journal (USA), HT Mint, The Economic Times, Times of India (India), The Globe and Mail (Canada), CNN (Middle East), Kuensel (Bhutan), and many more...

Who should apply?

This intense program is ideal for anyone looking to further their career through developing strategic practices focused on the business of learning. Preferred candidates hold a bachelor's degree or a minimum of two years' experience in a professional training role.

The following are just a few of the individuals who will benefit from this credential:



Training
Managers



Instructional
Designers



Training
Directors



Instructors



VPs of Learning



Individual Seeking
Business Skills

What you will learn:

In this program, you will:

- ✓ Be provided with the “Core Responsibilities of a Professional Trainer”.
- ✓ Gain a foundation in conducting a needs assessment, developing learning objectives, and evaluating the impact of your training initiatives.
- ✓ Learn and apply effective training techniques for managing participants, engaging a variety of learning styles, and creating an effective positive learning environment, and managing classroom challenges.
- ✓ Acquire the best practices of great training organizations and the understanding of how to use those principles when aligning your learning and development plan to the goals of your organization.
- ✓ Participant in a 5-day face-to-face course to develop and demonstrate your mastery of delivering training.
- ✓ **Option** to choose an elective* (an area of specialization from BK One’s expansive list of training-majors) to meet a unique learning need and complete your learning experience.
- ✓ Engage in an online learning community, post completion of the certification process.

PRO-T™ Training Roadmap

Program Components

PRO-T™ Timeline



Week 1: Preparatory 'Fundamental' Training (Online)

All the participants are expected to have basic subject matter expertise before they begin the 'Classroom session'. The following concepts will be shared either via email and/or the participants will be provided privileged access to the BK One Learning website, i.e. – www.bkonelearning.com. All legal and compliance procedure and processes must be followed diligently and strictly by all participants as the training material provided is highly confidential and copyrighted to BK One Learning, Inc.

The following training material shall be shared with all trainers, nominated for the PRO-T™:

- **Team Management (201)**
 - i. Improving Team Effectiveness
 - ii. Developing Your Team
 - iii. Coaching Your Team
 - iv. Motivating Your Team
 - v. Rewarding and Engaging People
- **Communication Skills (154)**
 - i. How to Handle Criticism
 - ii. Transactional Analysis
 - iii. Role Playing
 - iv. Opening Closed Minds
 - v. Dealing With Unreasonable Requests and Manipulative People
- **Stress Management (406)**
 - i. Coping with Change
 - ii. Surviving Long Work Hours and a Stressful Job
 - iii. How to be Patient and Stay Calm Under Pressure
 - iv. Avoiding the 'Trainer Burnout'
 - v. Recovering from the 'Burnout'
- **Learning Skills (709)**
 - i. Personal Learning Skills – Getting the Most From Training Programs
 - ii. Training Your Team Effectively – Gagne's Nine Levels of Learning
 - iii. Learning Curves
 - iv. Case Study-Based Learning
 - v. Memory Techniques – How to Remember People's Names

🏠 Week 2: 'Core Competency' Training (Classroom, Face-to-Face)

You'll attend a **5-day** classroom training, covering content on *assessing needs, preparing for training, creating a positive learning environment, facilitating learning, managing challenges, and evaluating learning.*

Highlights include:

- Planning and Content Development
- Preparation and Presentation
- Advanced Presentation Skills
- Leadership Skills for Trainers
- Managing Trainer Burnout
- multiple opportunities to practice and improve your delivery (including videotaping)
- A skill demonstration on Day 5.
- Certification

BK One will record your presentation and a BK One expert facilitator will provide detailed personalized feedback, coaching, and analysis. Class size is limited to not more than 16 to provide more comprehensive and tailored learning.

Training Roadmap (Classroom Training):

Module I. Professional Presentation Skills (Level 1)

Introduction & Icebreaker

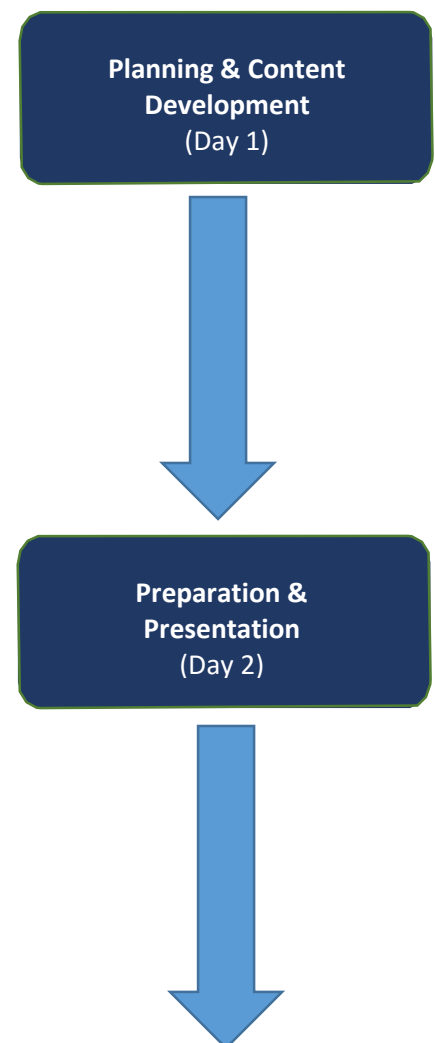
Pre Training Analysis – Video Recording

- I. Presentation Skills – Planning
 - i. Choosing Your Subject
 - ii. Understanding Your Audience
 - iii. Identifying the General and Specific Purpose
 - iv. Conclusion + Templates, Checklist, and Activities
- II. Presentation Skills – Content Development
 - i. Structuring Your Presentation
 - ii. Supporting Your Main Points
 - iii. Anticipating Resistance
 - iv. Developing Effective Visuals
 - v. Conclusion + Templates, Checklist, and Activities

Module II. Professional Presentation Skills (Level 2)

Recap of Day 1 and Assessment 1

- I. Preparing Your Presentation
 - i. Preparing for Questions
 - ii. Getting to Know the Venue
 - iii. When Things go Wrong
 - iv. Rehearsing
 - v. Conclusion + Exercises, Checklist, and Activities
- II. Presenting With Style
 - i. Speaking Clearly
 - ii. The Power of Silence
 - iii. Making a Great Impression and Dress Code
 - iv. Using Your Body Language
 - v. Calming Your Nerves and Staying Positive
 - vi. Conclusion + Exercises, Checklist, and Activities



Module III. Professional Presentation Skills (Level3)

Recap of Day 2 and Assessment 2

- I. Taking Your Skills to the Next Level
 - i. Looking for Opportunities to Speak
 - ii. Developing Impromptu Speaking Skills
 - iii. Getting Feedback
 - iv. Connecting with Your Audience
 - v. Conclusion + Exercises, Checklist, and Activities
- II. Moving On
 - i. Presentation Planning Template
 - ii. Content Development Template
 - iii. Equipment Checklist Template
 - iv. Presentation Planning Checklist
 - v. Exercises Reminder Sheet
 - vi. Presentation Tip Sheet
 - vii. Presentation Feedback Questionnaire Template

Module IV. Leadership Skills for Professional Trainers

Recap of Day 3 and Assessment 3

- I. Training Management Skills
 - i. Interpersonal Skills
 - ii. Setting Ground Rules
 - iii. Time Management
 - iv. Conflict and Situational Management
 - v. Coaching and Feedback Skills
 - vi. Handling Criticism and Answering Tough Questions
 - vii. Conclusion + Exercises, Checklist, and Activities
- II. Managing Trainer Burnout and Fatigue
 - i. Cross Cultural Burnout Self-Test
 - ii. Dealing with Back-to-Back Batches
 - iii. Avoiding Burnout
 - iv. The PERMA Model
 - v. Conclusion + Exercises, Checklist, and Activities

Module V. Final Trainer Evaluation and Action Planning

Recap of Day 4 and Assessment 4

- I. Trainers' Final 10 Minutes Presentation – Video Recording
 - i. Individual Video Recording of Each Trainer
 - ii. Feedback on Presentations Shared with Trainers
 - iii. Individual Action Planning Compiled
- II. Certification and Celebration



About BK One®

About Us:

BK One Learning, Inc. has consistently been rated as the world's leading training organization for the BPM and Outsourcing Industry.

Founded in 2001 by Bikram Kumar Singh, BK One is rated as a 'Global Top 3' BPM Training Company by BPMINDUSTRY.COM – 2014 and 2015 and also selected to the prestigious 2012 & 2011 Global Top 12 Training Outsourcing Companies' Watch list by TrainingIndustry.Com'.

BK One is a global management consulting, training and learning solutions outsourcing company based out of more than 40 countries including USA, India, United Kingdom, France, Canada, Jordan, Dubai, Kenya, Bhutan, Malaysia, Thailand, Singapore, China, Philippines, Hong Kong, Japan, and Australia.

With more than 5,000 employees, BK One is one of the world's largest (and fastest growing) Training and Learning Solutions Consulting Company for the Outsourcing, Media, Travel & Airlines, and Financial Services industries.

Rated as a global leader in Business Process Management Training, by TrainingIndustry.Com, BK One specializes in providing diverse and varied training and consulting solutions for the BPM and IT Industries. From 'new hire training' to 'NPS and CSat improvement training' to 'trainers developmental programs' to 'leadership and support training', BK One is one of the most highly respected training outsourcing company in this industry.

BK One's 'award winning' Train-the-Trainer programs PRO-T™ and PRO-C™ continue to be some of the most sought after trainer certification courses across the world, particularly the Master PRO-T conducted by the 2014 'Chief Learning Officer of the year recipient' and founder of BK One, Bikram Kumar Singh himself!

Having been a champion at 'Customer Satisfaction (CSat) & Net Promoter Score (NPS) Improvement' training since 2002, BK One's corporate training and consulting solutions are in high demand by leading fortune 500 companies across sectors, including financial-services, telecom, high-end-retail, tech-support, media, and education-services. Having trained more than 500,000 executives in over 40 countries, BK One provides turn-key training solutions for all levels within the organization. From entry-level BPO and ITES training on Voice and Accent, Cross Culture and Soft Skills; and Business/ Email Writing and Communication skills for 'non-voice' processes; to providing Leadership and Management training for junior, middle, and senior management.

Home of the award winning and ground breaking Bikram's Model of Intonation (BMIT), which has revolutionized communication in 'Global Business English', BK One recognizes that many corporate clients have specific goals associated with the growth and development of their business. To help companies achieve those goals, BK One has designed both corporate license and in-house workshop programs specifically geared to a particular company's resources, marketplace, customer base and training needs. Whether implemented by your corporate training department or directly by BK One, your entire team is trained in a common business development methodology to optimize sales performance and profits.

From large classroom training for Fortune 500 companies to personalized instruction for individuals, BK One's staff of experienced and professional trainers make learning interesting, fun, and memorable. If you're looking for increased language proficiency, greater confidence and the most convenient way to get on the fast track, check out BK One's latest training solution. The management team, led by Bikram Kumar Singh and Mark Johnson wanted to see training efforts make an immediate difference for a large number of learners. They had grown impatient with the "boredom factor" and slow impact of mainstream training. The BK ONE breakthrough is a synergy of techniques drawn from two different worlds: advertising and classroom instruction.

BK One's founder Bikram Kumar Singh asked: "What if?" "What if an organization could energize employees? What if we could develop team experiences that capture attention and generate enthusiasm? What if we could keep learners involved, delivering critical outcomes for the entire organization? What if... we could change the world of training"...



BK One[®] Leadership Team

Profile of Bikram Kumar Singh (Founder, President and Chief Executive Officer)

Bikram comes with a varied consulting experience, across large multinational corporations and governments, of more than 18 years. Awarded 2013's & 2014's 'Chief Learning Officer of the Year' by the Training Outsourcing awards in London and Dubai; and a Master Black Belt in Six-Sigma quality, Bikram is a Certified Professional Co-Active Coach (CPCC) and has trained more than 75,000 professionals across various multinational companies such as American Express, AT&T, Orange, Vodafone, HCL, Macy's, Ameriprise Financial, Capital One, Bank of America, Infosys, KPMG, JP Morgan, Accenture, GE, EXL, Dell, Citigroup, IBM, Accenture, Mphasis, Microsoft, Cadence, and Texas Instruments to name a few. He is the originator of the award winning and ground breaking Bikram's Model of Intonation™ (B.M.I.™), which has revolutionized Communication Skills, Speech Pathology and our understanding of speech patterns for ESL students.

An alumnus of St. Columba's School (New Delhi), University of Texas (USA), and Stanford University (USA); Bikram's areas of interest include training and technology strategy, language and voice and accent, CRM and MIS, six sigma quality, and training-software development. Bikram works closely with corporate clients and individuals from all over the world to provide training solutions for HR and Language problems and help them to exploit the opportunities, which are available on a global scale. Bikram believes that the ability to learn is innate and people require a suitable 'vehicle' to stimulate, encourage and catalyze learning. What drives him is his commitment to help individuals and teams succeed on purpose and not by chance - by having better skills, clearer direction and higher motivation.

He appears frequently in the Business Press and on TV in news programs and documentaries on Business in India. He is also requested to speak frequently at conferences.

Apart from being passionate about training, Bikram is a sports buff. He is an avid golfer and loves various sports, including baseball, soccer, tennis, basketball, and cricket.

Profile of Mark Johnson (Chief Operating Officer)

Mark Johnson joined BK ONE after a 20 year career in the financial services industry where he has held senior level positions with GE, UBS, Van Kampen, (a subsidiary of Morgan Stanley), Freedom Capital (a subsidiary of John Hancock), and Putnam, (a subsidiary of Mercer). Mr. Johnson and Bikram Kumar Singh, CEO of BK ONE, began collaborating in 2003, developing and delivering programs in the areas of personality & behavioral styles, leadership, performance enhancement, time management, meeting facilitation, team-building, etc.

A long term student and practitioner in the areas of personal, professional, and leadership development, change management, and individual and organizational behavior, Mr. Johnson has extensive experience in successfully building, leading, motivating, and coaching individuals and teams performing in the areas of sales, marketing, consulting, product development and management, project management and account-management.

Mark Johnson began his career in the consumer products industry in 1982 as a sales representative for Corning. He earned a bachelor's degree in Sociology from Princeton University in New Jersey in 1982 followed by a Masters in Sociology from Harvard University. He is a member of The Society for Organizational Learning, Chaordic Commons, and The Investment Management Consulting Association (IMCA).

Mark has also been a panel member, guest speaker, and custom training program designer for national and international government, corporate and not-for-profit interests. Mark loves traveling and meeting new people. His favorite pastime activities include rock climbing, river rafting, playing golf and reading books

Profile of Doug McKinley (Sr. Vice President, Human Resources)

Doug McKinley is an executive coach and psychologist who aids individuals and groups in the areas of prevention (speaking), and development (coaching). Dr. McKinley's work with BK One and Accentual USA focuses on developing teams and individuals in a corporate setting. Doug is a graduate of Olivet Nazarene University. He received his master's degree from Wright State University and his doctorate degree from the Adler School of Professional Psychology. Doug's areas of expertise include Leadership development, Coach training, Assessment Stress management, Relationship coaching, The balance of emotional, mental, and physical health, Keynote and workshop speaker, Coaching leaders to work from passion and character. Doug's background in psychology, testing, and leadership allows him to work with people at a level that results in transformational change. His care for others and positive outlook allows that process to be an exciting one for his clients.

He is a passionate speaker and is committed to helping people grow in mind, heart, body, and spirit. Doug has held several positions of leadership and runs the 1:1 Leadership Retreat for BK ONE.

Profile of Beverly Andrews (Sr. Vice President, Training)

June holds professional memberships in TESOL, SEITAR and SAG. June utilizes her business experience, theatrical training and ESL credentials to coach financial executives, world-class athletes, performers and language students in effective business-presentation skills. "Power Plays," her workshops for sales professionals, have been implemented at several international corporations. June's communications consultancy went international when she was invited to Japan to train executives in American-style business practices. Her background in sports marketing and public relations proved invaluable in designing business-communications programs for numerous Japanese companies. During her five years in Japan, June taught a range of American business communications, including: public speaking, written communications, corporate-meeting styles, and intercultural negotiations. An alumnus of Clark University and Cambridge, June loves training, and loves learning from her Trainees as well.

June is an avid reader. Management books are her favorite. June loves travelling and meeting with people from different cultural backgrounds. She has travelled extensively all over the world including many European, Asian, South & North American countries and Australia.

Terms of Payments & Reference

Professional Charges:

Standard Fees for PRO-T certification INR 127,500/- per trainer certification

Payment Methods

Payment Purchase Order raised within 1 week of training and 100% payment by Check/ Credit Card/ Online Transfer within 7 days of start of program
Advance Payment:

Cancellation Charges: There will be no charge if notice is given within 7 days.
However, 50% of total professional fees charged if notice is given less than 3 days prior to the training program.

Training Report:

A training report will be presented within 14 days of the program. Report includes

- Participant feedback and trainers' comments.
- Recommendations and Action plans for follow-up.

Confidentiality will be maintained for all Client information