

## PM WORLD BOOK REVIEW



Book Title: ***What Great Trainers Do: The Ultimate Guide to Delivering Engaging and Effective Learning***

Author: **Robert Bolton, Dorothy Grover Bolton**

Publisher: American Management Association

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Publication Date: 2016 ISBN: 13: 978-0-8144-2006-5

Reviewer: **Kelli Conrad**

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### Introduction

This book is for trainers who want to be great dynamic trainers. It's a guide and manual that I will incorporate as a mandatory read and study.

It is a book that gives you step-by-step instructions on how you can run a successful dynamic workshop whether your class is half a day, a whole day or multiple days. It gives amazing insight on how to create rich, interactive learning environments.

### Overview of Book's Structure

The structure of this book is mapped out for you to formulate and craft your workshop to be a dynamic trainer. It starts with building the framework for training. This is the foundation for your workshop.

It then moves into developing a dynamic workshop which walks you through various aspects of running your class. It teaches you how to open a workshop, activities to engage participants and debriefing during learning sessions. It gives you tips for your presentation, flip charts, PowerPoint, fine tuning and how to meet resistance by using disclaimers.

The book then moves into teaching how to actively listen, respond to questions, comments and objections. It goes through all the tools you'll need to move through the day like managing tough moments, demonstrating what you teach, practicing your delivery, providing feedback and evaluating and ending your workshop.

It continues with facilitating participants; understanding resistance, maintaining a positive atmosphere and intervening disruptive behavior.

It's not limited to beginner trainers. The book continues to teach as you mature as a trainer so you can redesign a troubled workshop while teaching it, avoid trainer defensiveness and trainer qualities that facilitate learning.

It has appendices in the back to prepare your own workshop using their templates.

## **Highlights**

There is so much meat in this book. This book could literally be the go to book for trainers who want to up their game, or even for the beginner trainer to map out their path for success.

It takes you through preparing your course, presentations and yourself for what will happen in the classroom and how to handle issues when they come up.

There are strategies for creating the best environment for your learners whether they are new to the topic or seasoned veterans. You can cater to both!

It's an end to end book for all trainers who want to unlock their true potential and be the greatest trainer they can be.

## **Highlights: What I liked!**

This is my personal favorite training book. I really think it will be an amazing resource for my workshops and delivering training to the masses. It will also be my go to book for any trainers I hire.

I really like that it's an end to end book packed with all the meat you need to be the best trainer you can be.

## **Who might benefit from the Book**

The people who will benefit from this book are any type of trainers; beginner trainers, experienced trainers and people who are thinking about being a trainer.

From the person who knows the least about being a trainer to the seasoned veteran, they can all benefit from this book. There is something for every trainer to glean some knowledge and take away a new skill or tool to use.

## **Conclusion**

In conclusion, this book contains everything you need to create dynamic workshops and incredible presentations using their template for success. Learning to read the participants and the atmosphere in the room can help you modify your course material while you're teaching.

It will also teach you how to handle tough situations, manage resistance and create a positive learning atmosphere so that your participants get the most out the course material.

With preparation and attention detail you too can be the dynamic trainer you've always wanted to be.

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For more about this book, go to:

<http://www.amacombooks.org/book.cfm?isbn=9780814420065>

*Editor's note: This book review was the result of a partnership between the publisher, PM World and the [PMI Dallas Chapter](#). Authors and publishers provide the books to PM World; books are delivered to the PMI Dallas Chapter, where they are offered free to PMI members to review; book reviews are published in the PM World Journal and PM World Library. PMI Dallas Chapter members can keep the books as well as claim PDUs for PMP recertification when their reviews are published. Chapter members are generally mid-career professionals, the audience for most project management books. If you are an author or publisher of a project management-related book, and would like the book reviewed through this program, please contact [editor@pmworldjournal.net](mailto:editor@pmworldjournal.net).*

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## About the Reviewer



### **Kelli Conrad**

North Texas, USA



**Kelli Conrad** is a Senior Project Manager with 18 years of experience leading data center projects with budgets up to \$5 million. She has experience managing multiple projects simultaneously with up to 50 resources in the airline, finance and utility industries. Part of her experience includes implementing processes and procedures to increase revenues, reduce costs and enhance quality. With broad ranging expertise in conflict management, problem solving, relationship management, team collaboration and leadership, she is a great asset to have on your team. She can be contacted at [Kelliconrad4@gmail.com](mailto:Kelliconrad4@gmail.com)