

## Train-the-Trainers Workshop Evaluation Summary

**Client:** Teleperformance USA

**Dates:** December 2-3, 2002

**Location:** Salt Lake City, Utah

**Subject:** Phrase by Phrase pronunciation and accent modification training for use in Buenos Aires, Argentina (MSN project) and New Delhi, India (Providian project)

**Presenter:** Marsha Chan

### Objectives:

- To identify priorities for spoken language and accent training of the target audience (i.e., stress, rhythm, intonation, phrasing, specific consonants and vowels)
- To become familiar with the scope and sequence of the training materials (i.e., contents and interrelationship of the workbook, audiotapes, videotapes)
- To review at least one complete lesson from a learner's perspective (and experience how the students may react to the material)
- To recognize as trainer the underlying principles of one or more lessons and their subsections (i.e., know the rationale for the selection and presentation of listening exercises and sound focuses)
- To practice one or more techniques for presenting a language concept (e.g., voicing, aspiration)
- To practice one or more techniques for presenting a sound focus element (e.g., /r/, word stress, choice question intonation)
- To gain confidence in approaching the preparation of the remainder of the course material for use in the target training situation.
- To identify ways to use the Phrase by Phrase methodology with content-specific material for the dual purposes of content and accent modification training.

### What I learned during the workshop that I can implement in my project:

- ✓ The importance of speech rhythm.
- ✓ The pronunciation of certain difficult letters (r, t, schwa sound).
- ✓ Techniques in monitoring results, such as Looking at tongue position, air expulsion, vibration of vocal chords, etc.
- ✓ I learned that visual components of a spoken language are as important for conveying meaning as the vocabulary and grammar.
- ✓ I learned that learning to emulate these visual components are the least understood by natives and the hardest to learn for non-natives.
- ✓ I learned that rhythm and intonation are the keys to sounding like a native and that emulating the "body language" of the language will be helpful in achieving this level of fluency.
- ✓ How to adapt our mandatory scripting to coincide with the training methods outlined in the course training.
- ✓ Various training techniques that can be used to supplement the training (using elastics, standing, tapping, hand movements, mirrors, paper, etc.)
- ✓ To recognize and emphasize intonations and stressed words and phrases

### **Comments and suggestions for improvement of the workshop:**

- ✓ I wish we could have had more time with Marsha. I felt like she opened up my understanding, but I think there was so much more I could have gained with more training.
- ✓ I got everything out of the training (and more) that I wanted and needed. Obviously more time would be welcomed, but this constraint was put on by our company, not Marsha's schedule.
- ✓ I would suggest (as told to Marsha) that it would be helpful to have this information on CD, rather than video or audio tape.

### **The value of the training materials:**

- ✓ I really enjoyed it. I not only found it interesting from my own perspective, but I also feel I learned some valuable techniques for working with accent neutralization.
- ✓ This is one of the best trainings that I have ever been to. Marsha was attentive and responsive. She did a fantastic job of balancing our previous experiences with what we needed to learn.
- ✓ Even though i had previously taught "conversational" English while living in South Korea, I learned so much more in these two days about properly teaching pronunciation than I did in 2 years overseas.
- ✓ It was excellent. The materials are very well prepared. Marsha is so knowledgeable about accents and language. She really is an expert in this area and was extremely willing to share everything she could.
- ✓ Marsha's visit was tremendous. We learned a great deal over the two days that she was with us. She is very knowledgeable about accent neutralization and was very willing to share this knowledge with us.
- ✓ It was great to work with such a professional. Her presentation and training skills were excellent. The information was very appropriate for both the Argentina and the India sites.
- ✓ The video tapes and the book very much promote the skills that we want each agent to master. Marsha also directed us in ways to break down our scripts and terminology using the same methods used in the tapes, to individualize the training for each specific project utilizing the concepts presented in the course.
- ✓ Thank you so much for bringing in Marsha. This demonstrates how much our company supports the Training Department. For all of us involved in the off-site projects, please know how much we appreciated this opportunity.

1. **The presenter had a thorough knowledge of the subject matter:**  
3 Strongly agree      0 Agree      0 Disagree      0 Strongly disagree
2. **The workshop presentation demonstrated thoughtful preparation and organization.**  
3 Strongly agree      0 Agree      0 Disagree      0 Strongly disagree
3. **The presenter used appropriate techniques to facilitate attainment of the workshop objectives.**  
3 Strongly agree      0 Agree      0 Disagree      0 Strongly disagree
4. **The pronunciation quiz served as a useful means of discussing topics relevant to the training objectives.**  
3 Strongly agree      0 Agree      0 Disagree      0 Strongly disagree
5. **The presenter's interaction with participants showed respect for ideas, opinions, knowledge and experience.**  
3 Strongly agree      0 Agree      0 Disagree      0 Strongly disagree
6. **I will be able to use the Phrase by Phrase print materials knowledgeably and confidently.**  
2 Strongly agree      1 Agree      0 Disagree      0 Strongly disagree
7. **I will be able to use the Phrase by Phrase audio materials knowledgeably and confidently.**  
2 Strongly agree      1 Agree      0 Disagree      0 Strongly disagree
8. **I will be able to use the Phrase by Phrase video materials knowledgeably and confidently.**  
2 Strongly agree      1 Agree      0 Disagree      0 Strongly disagree
9. **I learned several techniques and activities to use with learners in my project.**  
3 Strongly agree      0 Agree      0 Disagree      0 Strongly disagree
10. **I identified aspects of pronunciation that are important to emphasize in my project.**  
3 Strongly agree      0 Agree      0 Disagree      0 Strongly disagree
11. **The workshop suited my professional needs.**  
3 Strongly agree      0 Agree      0 Disagree      0 Strongly disagree