

# ITTI Certification Agenda

## Introductions

- Outline of the programme
- Your background
- Your interest in the ITTI Certification

## Learning Session 1

Self learning in preparation for Web Conference 1

- What is the ITTI about?
  - Description of the ITTI
  - Definitions of the Trust Criteria
- The ITTI questionnaire
- The team Feedback Report
- How ITTI can add value to the work you do
- Research on Trust
- 2 Case Studies

## Web Conference 1

In this conference we will address questions arising from Learning Session 1 and prepare for Web Conference 2

- Questions arising
- How to use the ITTI Feedback Report
- Briefing for Web Conference 2

## Learning Session 2

- Delivering a Session with ITTI
  - Facilitating an ITTI Workshop
  - Coaching Questions
  - Team Coaching
  - The Open Text Questions
- Preparing a Session Plan
- Sharing Best Practice

## Web Conference 2

- Practical work on session delivery and ITTI Feedback
- Questions arising
- Sharing and discussing each other's session plans
- Overcoming possible objections and handling questions from team members
- How to promote ITTI to your clients
- Assignment setting

## Learning Session 3

- Introducing ITTI to clients
- Other WorldWork products
- Using the WorldWork Product Platform
- Gaining your Certification
- Feedback on the Certification process