



The Accidental Trainer: You Know Computers, So They Want You to Teach Everyone Else

Elaine Weiss

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The perfect bridge to assist the accidental trainer in moving from the panic of being asked to teach 'because you know the system so well' to the satisfaction of successful knowledge transfer. A must read.

--Suzy Johnson, Course Manager, AT&T

The Accidental Trainer is a practical guide for the multitude of *computer experts* who have fallen into the role of computer trainer accidentally. As the resident experts on the latest word processing programs or the newly installed sales tracking software, most people who train others to use computers have little or no training experience. With checklists, questionnaires, and other hands-on tools, this book provides anyone with tools to bridge the gap between people and technology to create computer training that is clear, concise, and effective.

You'll learn how to:

- Build bridges between people and computers
- Create a blueprint for computer training
- Assess the learners
- Check your training results

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