

## CLL FRAMEWORK

# DESIGNING LEGAL TRAINING FOR NON-LAWYERS

### What topics might be appropriate:

- Self-delivery – where you want people to use self-delivery resources, so they understand the resources and the concepts behind them;
- Compliance – ensuring compliance with legal obligations by enabling staff to understand them
- Red flags – recognising areas of concern

### Defining training goals:

- Who needs to be trained?
- Why do they need to be trained?
- What do they need to know?
- What do you expect the training to achieved?
- What do you want people to be able to do when they have been trained?

### What training activities are appropriate:

- On-line
- In-person
- Self-directed

### Setting learning objectives:

- Your objectives should be clear and might include:
  - Understanding concepts
  - Performing tasks
  - Recognising areas of concern
- Objective should be 'smart' – specific, measurable, achievable, relevant and time-bound

### Structuring learning:

- Consider a variety of training measures including:
  - Detailed explanation
  - Small-group exercises
  - Scenarios
  - Story-telling
  - Post-course engagement
- Consider varied training materials
  - PowerPoint
  - Handouts
  - Videos (and clips)
  - Pre-reading
  - Post-course consideration

### Practicalities:

- Consider the practical arrangements for the course:
  - Invitations sent in good time
  - Course trialled with 'friendly' audience before being rolled out
  - If in person, room well laid out, prepared, ventilated and with enough breaks
  - Length of the course considered – not too long
  - Evaluation arrangements