

Customer Trainer and User Documentation Author

Paul Dixon

Training Materials Development

Are you looking to step up your customer training game or strengthen an existing training delivery team?

I am experienced in the end-to-end training process, from developing schemes of work, lesson plans, training notes, course manuals and other supporting materials. I focus on the requirements of the target audience in order to fully meet the learning needs of course delegates.

I work very closely and harmoniously with software developers and engineers in order to onboard the information needed to create a complete training package for your customers.

I have recently developed a complete training product range for a client in the integrated security monitoring field and have had all of the courseware and training processes audited and accredited by Skills for Security, the sector body for the private security industry.

Once the materials are finalized and the courseware ready, I can train your in-house trainers or deliver the course to your clients on your behalf.

Training Delivery

I also deliver face-to-face and webinar training for operators, users, administrators and system managers. I am technically competent and have a very friendly but professional delivery style. I can be trusted to get on with it, with no need for your supervision. I am a trusted partner in your business. My approach is to be a part of your company and part of your team.

Since the 1980's, I have delivered a wide range of courses, mainly for control room personnel, system administrators, managers, support engineers and IT staff.

I have extensive hands-on training experience in emergency services control rooms, including police and fire service command and control systems and in fire, security and CCTV control rooms. I have also provided training to call handlers who are involved in telecare and social alarm monitoring.

As a further example of my versatility, I have also trained control room personnel who manage fresh water distribution in the former UK public utilities (SCADA).

I have delivered training in all parts of the world.

My Background

I was originally trained as a technical trainer by the UK Ministry of Defence (RAF). I also hold a PTTLS (Level 4) certificate and have attended a number of train-the-trainer courses on a periodic basis.

Originally from an engineering background having been trained as an Avionics engineering technician before serving in the Royal Air Force.

I have a strong commercial customer-facing background in customer training, sales and marketing. I have managed teams in sales and in training departments.

Availability

I am available on a day-rate basis or as a retained consultant. If I am employed in a customer facing role for your company, then naturally I will wear a “company hat” and represent you in the same vein as any of your most loyal employees.

Rates are negotiable depending upon contract.

I live in Cheshire but I work worldwide.

Paul Dixon

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