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# Training Coordinator Workshop: A Consulting Approach to Coordinating the Training Function

## Overview:

Take a consulting approach to coordinate and administer training more efficiently and effectively! We'll show you how to develop a training plan, be active—not reactive, and maintain management support for training. You'll explore how to hire consultants, coach and develop subject matter experts as trainers, set up a resource center, market and administer a registration system, and schedule training (along with facilities and materials coordination). You'll learn skills to help you better clarify your role in your organization; transition to an internal consulting approach and partner with internal customers; diagnose problems within your organization and put together a proactive plan to address them; identify what good training looks like so you can be a wise consumer of training products and services; easily develop and maintain training resources; manage training enrollment, record keeping, and follow-up; and create effective training schedules.

## Who Should Attend?

This workshop is designed for training coordinators and administrators and instructors who coordinate a training function for an organization or business unit, or those interested in becoming more efficient and effective. As part of this session, you will receive the tools and skills necessary to be more proactive in your ability to meet and anticipate your organization's needs.

## Methodology:

This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

## Certificate:

BTS attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration.

## Program Objectives:

**By the end of the workshop, you will be able to:**

- Compare typical training coordinator roles and responsibilities.
- Assess your own competencies in the training coordinator position.
- Use a template to customize your training coordinator job description.
- Identify seven consulting roles and how to determine which role is appropriate.
- Evaluate four types of performance consulting skills you will need to be successful.
- Practice how to gain management's commitment to performance improvement.
- Describe eight steps in the internal consulting process.
- Contract for results, not just training activities.
- State how Performance Analysis can mean the difference between success and failure.

- Recognize a training issue.
- Improve productivity by knowing when and where training can contribute.
- Measure an organization's training needs.
- Identify essential elements of a performance improvement plan.
- Monitor a training budget.
- Conduct successful feedback meetings.
- Write learning objectives to meet your organization's needs surfaced during assessment.
- Select training programs that honor adult learning.
- Coach and develop subject matter experts as trainers.
- Buy only what you need.
- Market your training programs for maximum attendance.
- Avoid no-shows for training.
- Negotiate successfully with off-site facilities.
- Learn secrets of success from other coordinators.
- Use practical checklists to make your job easier.

## Contents:

### **PREWORK ASSIGNMENT:**

- Preview material for Session One.
- Write 3-5 personal objectives.
- Complete a participant survey.
- Complete "Internal Consultant Role Inventory".
- Prepare two case studies.

### **SESSION ONE**

- Introduction and objectives.
- Set personal objectives for the session.

## **Unit 1: Training Coordinator's Role in the Organization**

- Measure yourself against eighteen training coordinator competencies.
- Define your key roles and responsibilities.
- Customize your job description as a training coordinator.

## **Unit 2: Transition to an Internal Consulting Approach**

- Assess where your organization is in the life cycle of a training function.
- Develop partnerships with management.
- Identify the client.
- Define internal consulting roles and skills.
- Examine the consulting continuum.
- Review your internal consulting roles inventory results.
- Identify key internal consulting skills.

### **ASSIGNMENT:**

- Preview Session Two materials.
- Prepare "Performance Analysis" case study.
- Read "Needs vs. Wants" case study.

## **SESSION TWO**

### **Unit 2: Transition to an Internal Consulting Approach (continued)**

- Review the eight-step consulting process.

### **Unit 3 Diagnose Problems and Put a Plan Together**

- Examine formal and informal techniques to analyze performance problems--is training the answer?
- Identify other barriers impacting performance.
- Be active instead of reactive in meeting training needs.
- Assess training needs.

- Learn guidelines for developing needs assessment instruments.
- Discuss special assessment issues.
- Interpret training needs and wants from assessment data.
- Develop a ten-part performance improvement plan overview.

#### **ASSIGNMENT:**

- Follow-up assignment to apply Assessment Tools.
- Follow-up assignment: Essay and short answer questions on creating and using a performance improvement plan.
- Preview Session Three materials.

### **SESSION THREE**

#### **Unit 3: Diagnose Problems and Put a Plan Together (continued)**

- Present the performance improvement plan at a feedback meeting.
- Build rapport with line managers and executives.
- Monitor a training budget.

#### **Unit 4: Know What Good Training Looks Like!**

- Craft learning objectives to meet the business need.
- Identify twenty adult learning concepts to enhance learning.
- Increase learner retention by using five steps of adult learning.
- Ask key questions to process learning through five adult learning steps.

#### **Unit 5: How to Develop and Maintain Training Resources**

- Learn how to stable a corporate library and resource center.

#### **ASSIGNMENT:**

- Follow-up assignment: Write two instructional objectives using 4 characteristics.

- Follow-up assignment: Essay and short answer questions on:
  - Monitoring a Training budget.
  - Principles of adult learning.
  - Developing subject matter experts as trainers.
- Preview Session Four materials.
- Complete the questions to 'Marketing Is Essential to Your Survival' and 'How Are You Doing.'

## **SESSION FOUR**

### **Unit 5: How to Develop and Maintain Training Resources (continued)**

- Review criteria for buying external resources.
- Discuss how to recruit subject matter experts as trainers.
- Coach and develop subject matter experts as trainers.
- Determine if packaged training is right for you.
- Analyze how to hire a consultant.
- Share "brown bag" seminar success stories.
- Examine how to get the most from inexpensive resources.

### **Unit 6: Training Enrollment, Record Keeping and Follow-up**

- How to market your training programs effectively.
- Review participant registration and confirmation systems.
- Learn how to make record keeping easy: the bare essentials.
- Monitor tuition reimbursement programs.
- Summarize participant evaluations.

### **Unit 7: Training Schedules and Facilities Arrangements**

- Develop practical class schedules.

- Select the site: in-house or renting outside facilities.
- Determine what type of room set-up is required.
- Communicate expectations to hotels/meeting facilities.
- Learn how to trouble-shoot facility problems.
- Apply tips on ordering supplies, audio-visual equipment and refreshments.
- Examine a meeting planner's survival kit.

#### **APPLICATION ASSIGNMENT:**

- Apply the consulting approach to a real situation.