



Understanding the Training Process: Skills for Effective Training Practices

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Introduction:

This course will ensure that you are equipped with the essential skills to give expert support in the planning, preparation, conducting and evaluation of training events. It provides a good knowledge of training processes, evaluation best practices and the interpersonal skills necessary to build positive relationships. An effective training administrator coordinates the administrative activities of the training function, maintaining and developing information systems to enable the department to operate proactively in employees' development and training.

This program specifically covers all the main areas of analysis including training measurement and evaluation. The candidates will have a complete set of analysis tools and many worked examples, which can be easily applied in the work place. These tools are essential to any training function particularly if you are looking for ways to add value or contemplating becoming a profit center. The course highlights are:

- Conducting TNA
- Importuning Training Process
- Understanding Unique Challenges
- Designing Effective Solutions
- Managing the Training Service
- Verifying Customer Expectations
- Offering Recommendations

Who Should Attend?

Training Managers, Training Controllers & Administrators, Training Coordinators, and Training Managers' Secretaries, Training Assistants, Training Officers, HR Specialists, Generalists & Personnel, Succession Planers and those responsible for people development.

Course Objectives:

By the end of this course delegates will be able to:

- Conduct Training Needs Analysis TNA
- Use a training schema to plan and execute training in an efficient way
- Be more effective in you day to day work by mastering several training processes
- Identify the role and principal activities within the training department
- Be able to evaluate training quality and trainer efficiency
- Have the correct information and process knowledge to make informed decisions
- Be able to talk with confidence on all of the key areas of training
- Be able to make sound decisions and recommendations
- Establish and develop a comprehensive administration system
- Develop and maintain an efficient information system on training courses
- Gain the essential skills to give expert support in the planning and preparation of training events
- Write clear and concise reports, letters and memos
- Communicate effectively with all contacts
- Measure skills, knowledge, behavior, competency, style, self- belief, attitudes and personality
- Be able to measure competency by department or companywide

Course Outline:

Role of Today's Training Analyst/Controller/Coordinator/Administrator

- What value does training offer
- The need for training to produce measurable results
- It's vital to know who your customer is
- Establishing a training process that works and is auditable
- Mastering training costs and budgets
- Managing and being accountable for training expenditure
- Adding value through training activities
- The role of the training Analyst/Controller /Coordinator/Administrator

Establishing Training Needs

- Identifying training needs at individual, departmental and organizational levels
- The structure of training plans and how to administer them
- Understanding the training cycle/process and supporting system
- Awareness of different learning styles and how to provide for them

The Training Process/Cycle

- How training is identified
- New and easier approach to Training Needs Analysis
- How to cost training - easy method
- Keeping accurate training records
- How to prioritize all training
- Prioritizing training
- How much value is in training

Training Requirements: Competency & Performance

- History of Competency
- How competencies are constructed
- How much training comes from competency requirements
- Measuring before and after results of competency based training
- What is performance
- Types of performance based training
- How to measure and evaluate performance based training

Getting the Best from Internal & External Training Providers

- Understanding learning objectives
- How to write learning objectives
- Short cut easy way to write competency based learning objectives
- How would you measure performance based learning objectives
- Should high level training results be rewarded?
- A professional evaluation tool should you need one

Managing Training Events & Dealing with Suppliers

- Identifying unusual training needs and possible solutions
- Negotiating the best deal for your needs
- Organizing travel and accommodation
- Checklists for training rooms
- Training evaluation : internal and external
- How to specify training if you use external providers
- Formulating a personal action plan

Measuring & Reporting Training Results

- Maximizing and controlling training activities
- The new leadership role of training

- Dealing with uncertainty during training
- What is the role of end of course questionnaires?
- Your actions when returning to work