



Advanced Management & Coordinating Training Effectively

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Course Summary:

In today's world, staff is faced with increasingly complex responsibilities. In order to meet this challenge they must be continually sharpening their management skills. In this program you will learn how to:

- Manage and motivate people more effectively
- Create and harness the power of high performance teams
- Understand and effectively utilize strategic planning techniques
- Negotiate for positive results
- Utilize the Baldrige performance criteria as a standard of excellence and benchmark for your organization
- Ensure that the training has an impact on the bottom line of the business
- Gain a good knowledge of the business and its changing needs and be able to demonstrate results
- Gain a good understanding of how, why, where and when people learn best and put this into practice
- Develop a range of skills from consultancy to course design and evaluation and use new models
- Develop your role to make it even more fulfilling and really to make a difference through value-added activities

Who Should Attend?

Those responsible for organizational improvement, those concerned with achieving standards of excellence, those interested in enhancing their management skills

Course Objectives:

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

- Consider methods for improving management performance
- Gain insights into the successful implementation of teams
- Study the techniques of strategic planning
- Develop their skills in the area of negotiating
- Analyze the Baldrige award criteria for excellence
- Examine the application of management best practices
- Specify how Training & Development can contribute to the business
- Recommend improvements to the way Training & Development is positioned in their organizations
- Describe how best practice of a Training Coordinator should apply to them in their situation
- Apply the new 4 quadrant analysis model to their work
- Demonstrate in-depth personal learning and new skills and methods for identifying training needs, and understand the evaluation model and how it works
- Take away for implementation in their organization an action plan for implementation which should significantly improve efficiency

Course Outline:

People Management

- The importance of sociotechnical management
- Techniques for effective communication
- Motivating for results
- Enhancing your coaching skills
- Empowering employees for improved performance
- Characteristics of a successful manager

Leading Teams

- Obtaining the benefits of teamwork
- Characteristics of ineffective teams
- Characteristics of effective teams

Managing conflict in a productive manner

- Understanding team member styles
- Creating a virtual team

Strategic Planning

- Analyzing the strategic planning process
- Achieving competitive advantage
- Utilizing dynamic SWOT analysis
- Focusing on vision and mission
- The importance of contingency planning
- Examples of strategic success and failure

Negotiating For Results

- Gaining insight into the negotiating process
- Characteristics of an effective negotiator
- Developing negotiating strategies
- Employing persuasive negotiation techniques
- Achieving the benefits of effective negotiating
- Negotiation exercises

Operational Excellence

- The Malcolm Baldrige quality award-standard of excellence
- Lessons from the best performing companies
- Benchmarking your operation against the best
- Creating employee commitment
- Managing continuous improvement
- Creating the high performance organization

The Role of the Training Coordinator: New Approaches

- Introduction and course objectives
- Understanding the change in organizations
- Aligning Training & Development, HR with business needs
- Positioning Training & Development strategically
- Examining the relationship between Training & Development activities and organizational success
- Case studies -training in action

The Role of the Training Coordinator: New Approaches

- Moving from tactical administrator to an agent of change
- Maintaining professional standards
- Understanding the business
- Taking account of individuals' preferred learning styles
- Marketing, consultancy and networking

The New Approach to Training Needs Analysis

- Appreciating the relationship between training and results
- Identifying what's needed at level one - Corporate needs
- Identifying what's needed at level two
- Departmental needs
- Case study
- Identifying what's needed at level three
- Identifying what's needed for level four

Using the New Evaluation and Quality Control Model

- Application of the 10 step model
- Seeking improvement through -trainer style, delivery methods and 45 alternative delivery methods
- How to produce results-evaluation in action

Developing the Role of the Training Coordinator: Practical Actions

- Producing results and giving feedback
- Individual action planning, with mini presentation on back at work actions