Certified Training Officer (CTO): Essential Skills for Effective Training

Website: www.btsconsultant.com

Email: info@btsconsultant.com

Telephone: 00971-2-6452630

Certified Training Officer (CTO): Essential Skills for Effective Training

Why Attend?

Training and development professionals are under continuous pressure to offer exceptional training services. The demands of their job can only be fulfilled through an extensive knowledge of the main topics related to the training profession. This course will equip participants with practical knowledge for promoting training within their organization, linking training to organizational objectives, analyzing training needs, and selecting internal trainers and external consultants. In addition, the course focuses on different levels of training evaluation and on the competencies required by training professionals.

Course Methodology:

Participants will learn by doing. A number of practical group exercises are used to assist participants in applying theoretical knowledge to organizational settings.

Target Audience:

Training and development professionals involved in the process of training needs analysis, coordinating and organizing training courses, and evaluating the results of training.

Target Competencies:

- Working with people
- Presenting and communicating
- Applying expertise and technology

- Following instructions and procedures

- Planning and organizing

Course Outline:

The strategic framework of training: an overview

- o The role of a training department

- o Approaches aligning training with strategy

  - From top down to pulse taking

- o Marketing training within the organization

  - Training preparations

  - Guidelines for promotional material

  - Your training announcement template

- o Partnering with managers and supervisors

  - The style inventory

  - Planning, preparation, presentation and follow up with managers and supervisors

  - Roles and responsibilities

The role of the training professional in TNA

- o Why identify needs?

- o The training needs assessment process

- o Data collection methods: quantitative and qualitative

- o Advantages and disadvantages of the quantitative and qualitative methods

- o Approaches to identifying needs

- o Workshop: applying training needs assessment

Selecting Subject Matter Experts (SMEs)

- o Qualifications for internal trainers

- o Internal trainer selection process

- o Train the trainer boot camp

- o Feedback and coaching template for internal trainers

Hiring a consultant or external trainer

- o Screening consultants criteria worksheet

- o Proposal evaluation

- o Review of a training proposal

- o Consultant interview evaluation questions

- o Monitoring consultant performance: beginning, during, closing

Demonstrating the success of training

- o Lessons on how to evaluate training

- o The four levels of evaluation

- o Linking evaluation levels with TNA

- o Linking evaluation levels with Instructional Learning Objectives (ILOs)

- o Components of a complete ILO

- o The ROI process model

- o Tabulating program costs

- o Calculating ROI

Competencies of the training professional

- o Competency defined: the iceberg metaphor

- o Competency: components and types

- o Strategic and tactical competencies

- o Planning and administrative competencies

- o Your personal development plan