

Strategically Managing the Training Function

Course Summary

Description

"I'm a manager, not a trainer!" Training is a service you provide to your organization. In this powerful and valuable workshop, you will learn how to align your training department's services to your organization's objectives. By the end of this workshop, you will be able to define the value that your department delivers and market that value within your organization.

The role of a manager is to supervise and guide. In this workshop you will learn the 5 major components of the training function: Strategy, Project Management, Learning Structure, Instructor Evaluation and Return on Investment. You will learn how evaluate the work of your department by getting hands-on practice in each of the 5 areas. As a result, you will be equipped with the skills to manage your department effectively and efficiently.

Even if you have never been a trainer before, this workshop will provide you with the tools you need to manage a training operation. We will show you how to apply your management skills to the field of training and development.

Topics

- Strategy
- Project Management
- Learning Structure
- Instructor Evaluation
- Return on Investment

Audience

This course is designed for training managers, training directors and training coordinators, instructors, trainers and subject-matter experts, and anyone who manages or coordinates training activities and wants their training department to deliver value to their organization.

Prerequisites

There are no prerequisites for this course.

Duration

Two days

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Course Outline

I. Strategy

- A. Identify the stakeholders in the training process.
- B. Obtain senior management support for your training strategy.
- C. Identify the core competencies of your training audience.
- D. Market the value of your department.
- E. Evaluate external training vendors.
- F. Decide when to design and when to buy.
- G. Write internal training proposals.

II. Project Management

- A. Define the scope of training projects.
- B. Identify the potential risks and obstacles to success.
- C. Obtain the necessary people and budgetary resources.
- D. Develop your team into a high-performing group.

III. Learning Structure

- A. Identify situations that require training needs analysis.
- B. Use the SCOPE™ method to determine the cause of the performance issue.
- C. Determine the length of the training.
- D. Calculate the time needed to design training.
- E. Structure the sequence of the content.

IV. Instructor Evaluation

- A. Select or hire the right instructor candidates.
- B. Evaluate instructor classroom performance.
- C. Evaluate instructional designer performance.
- D. Create an on-going trainer development plan.

V. Return on Investment

- A. Calculate the cost of training and not training.
- B. Calculate the potential benefits of training.
- C. Calculate the return on investment of the training solution.
- D. Recommend post-training reinforcement activities.
- E. Write a final project report.