

Designing and Delivering High-Impact Training

Course Summary

Description

The one common skill of all great managers is that they are great teachers. Whether it is teaching your team new skills, helping a new employee learn the basics of the job, or informing your staff about new policies and procedures, your skill as a trainer has a direct impact on the productivity of your team.

As a front line manager, you are the person best equipped to identify the training needs of your staff, determine what skills they need and teach them those new skills. You are able to determine whether the training improved job performance or not.

In this workshop, you will learn the fundamentals of training. You will practice the systematic approach to designing, delivering and evaluating training. You will learn how to determine when training is needed, what good training looks like and how to evaluate the effect that training has on job performance.

Topics

- Analysis
- Design
- Delivery
- Results

Audience

This course is designed for managers, supervisors, and team leaders who conduct on-the-job training., classroom instructors, instructional designers, project managers and project officers, and anyone who designs and delivers training to large or small groups.

Prerequisites

There are no prerequisites for this course.

Duration

Two days

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Course Outline

I. Analysis

- A. Identify employee job performance problems.
- B. Identify the causes of job performance problems.
- C. Determine if training can solve the problem.

II. Design

- A. Analyze the learner's experience and background.
- B. Write content based on job tasks.
- C. Design realistic skills practice.
- D. Incorporate the principles of adult learning in your training.

III. Delivery

- A. Build a relaxed and enjoyable learning climate.
- B. Conduct product and task demonstrations.
- C. Use powerful public speaking skills.
- D. Facilitate learning between participants.

IV. Results

- A. Measure if learning transferred to the job.
- B. Determine the improvements to job performance.
- C. Identify the return-on-investment of training.
- D. Reinforce training to have a lasting impact.