

# Managing and Coordinating Training

## Why Attend

- Successful training events require a collaborative effort between training coordinators, trainers, participants and department managers. Such collaboration can only be done by training professionals who have built a solid understanding of the responsibilities of the training function. This course outlines major training concepts and topics required to plan, organize, administer and implement such successful training events.

## Course Methodology

- Participants in this course will apply theoretical concepts in a practical and hands-on methodology. To achieve this, participants will be asked to develop material that can be used back on the job to support their training tasks and function.

## Course Objectives

By the end of the course, participants will be able to:

- List the benefits of training and development and reasons causing programs to fail
- Identify the main phases of the ISD model of training and development
- List and complete necessary tasks in coordinating training activities
- Evaluate training providers and prepare a training Request for Proposal (RFP)
- Create a work environment that will facilitate transfer of training
- List and apply training best practices within organizations

## Target Audience

- Training and development administrators, officers and business partners involved in coordinating training activities within the organization.

## Target Competencies

- Deciding and initiating action
- Working with people
- Persuading and influencing
- Presenting and communicating
- Applying expertise and technology
- Following instructions and procedures
- Planning and organizing
- Achieving goals and objectives

## The training and development process

- Defining terms
- Training
- Development
- Human resource development
- Benefits of training and development
- Training as an investment
- Main reasons training programs fail
- ISD model of training and development
- Needs analysis
- Training design and delivery
- Training evaluation

## Coordinating training activities

- Preparing a training tasks timeline
- Training announcement templates
- The training site
- Seating arrangement
- Opening training courses
- Training logistics checklist
- Welcome message
- Monitoring course progress
- Closing training courses
- Feedback forms
- Post training action plans
- Certificates
- Closing speech and reminders

## To buy or to design

- Off-the-shelf, customized or in-house development
- Advantages of buying a training program
- Advantages of designing a training program
- Criteria to consider
- The purchase-or-design decision
- Next steps following a decision
- An effective RFP
- Assessing and selecting training vendors

## Transfer of training

- Defining transfer of training
- Barriers to the transfer of training
- Transfer of training process
- Whose responsibility is it
- Transfer of training activities
- Before training courses
- During training courses
- After training courses

## Training trends and best practices

- Computer-based training
- Rapid eLearning
- Learning Management Systems (LMS)
- Experiential learning
- Blended approach
- Training best practices