

# Managing and Measuring Training, Learning and Development

## INTRODUCTION

- The importance of people in the success of an organisation cannot be underestimated. But how can we ensure that our people are developed correctly in this fast-paced, ever-changing world? It is the key responsibility of the Training / Learning & Development function to ensure that the people are developed successfully, effectively, and efficiently to maximize and ensure organisational success.
- This Managing and Measuring Training, Learning, and Development training course will provide you with the essential knowledge and skills to gain more excellent strategic value from your investment in training and development. The key emphasis of the course will be the analysis and alignment of business objectives, competency, and talent processes to create efficient systems to achieve the maximum ROI from your learning and development. You will also learn how to produce an effective business case utilizing metrics and other sources of strategic analysis, as well as satisfy Gen Y and Gen Z expectations using integrated learning management systems (LMS). This is essential for those who wish to improve their effectiveness and efficiency of managing and leading development interventions.

This training course will highlight:

- Dealing with issues related to the management of the training / learning budget and “training spend”
- Ensuring that proposed training / learning and development programmes are relevant and the business case to support planned expenditure can be made
- Practical training evaluation methodologies, systems, and processes
- Managing & leading the training / learning and development function
- Essential steps to becoming a Learning Organisation

## OBJECTIVES

By the end of this training seminar, participants will be able to:

- Examine the issues related to measuring and maximizing training ROI
- Apply the techniques Training Need Analysis (TNA)
- Develop and propose a business case for training to meet strategic business objectives
- Prepare and an appropriate business model for training and development
- Analyze cost-benefit and return-on-investment for training and development activities

## TRAINING METHODOLOGY

- This Learning & Development training seminar on Managing and Measuring Training, Learning and Development will utilize a variety of adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This will include group and individual activities, case studies and practical exercises. This will be facilitated learning through direct input, discussion and encouragement to critically appraise the ideas presented. Delegates will be encouraged to interact and engage with the training seminar by exploring, discussing and debating the findings and conclusions of group activities using their own work related experiences.

## ORGANISATIONAL IMPACT

Organisations have discovered many benefits through this training course, including:

- More focused OD and strategic development within the business
- More effective and efficient professional skills development
- Reduced performance issues
- Higher staff retention
- Reduction in training costs and greater efficiency
- Demonstrating ROI across the business

## PERSONAL IMPACT

This training course will personally benefit the participants to gain or enhance their understanding and knowledge by the following:

- Increased confidence in managing the development function
- Greater technical and professional skills in development
- More effective and efficient methods to manage
- Techniques to demonstrate ROI in development solutions
- Knowledge to optimize the best development solutions
- Greater understanding of the impact of organisational development

## WHO SHOULD ATTEND?

This training course is suitable for a wide range of professionals but will greatly benefit those who lead and manage the development function and ROI, benefits the following:

- Human Resources (HR)
- Learning and Development (L&D)
- Training and Development
- Organisational Development (OD)
- Talent Management and Succession Planning

## Course Outline

### The Strategic Context of Learning & Development

- Strategic Organisational Development (OD), and HR planning
- Business Strategy: Planning for Future Skills and Competences
- Aligning Development to Meet Business Objectives
- Defining Organisational Learning for Your Organisation
- Essential Steps to Becoming a Learning Organisation
- Managing Development Expectations: Gen Y and Gen Z

### Organisational Learning and Development Needs

- Understanding the Organisational Training / Development Cycle
- Conducting a Training / Learning Needs Analysis (TNA)
- The Role of Competencies in Organisation Development
- Competency Frameworks, Measurement, and Assessment
- Talent Management Systems and Procedures
- OCR and Succession Planning

### Evaluating Training and Outcome Metrics

- Evaluation Models: Levels and ROI
- Why clear and measurable learning objectives matter?
- Understanding and Applying Cost-benefit Analysis
- How to Measure Training Return-On-Investment (ROI)
- Defining Measurement Parameters and Metrics
- Measuring Intangible Impacts: Cultural, Social, Other

## Managing & Leading the Training / L&D Function

- How to Lead and Manage the L&D Function
- Quality Assurance: The Role of ISO:29993 Standards
- Factors in the Strategic Planning of the Training / L&D Function
- Learning Management Systems (LMS) and e-Learning
- How Development Fits with Performance Appraisal
- Budget Planning and Formulation

## The Business Case for Training, Learning & Development

- Key Factors for Powerful Business Communication
- Preparing the Business Case for An Investment in Training
- Presenting the Business Case to Key Stakeholders
- Personal Action Planning