

# TRAINING & DEVELOPMENT PROFESSIONAL



**HRTD223**  
**HR, Training &**  
**Development**

**COURSE TITLE****TRAINING & DEVELOPMENT PROFESSIONAL****COURSE DATE/ VENUE**

23<sup>rd</sup> – 27<sup>th</sup> November 2017

London, UK

**COURSE REFERENCE**

HRTD223

**COURSE DURATION**

05 days

**DISCIPLINE**

HR, Training & Development

**COURSE INTRODUCTION**

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 organizations, 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 OBJECTIVE**

### **Upon successful completion of this course, the delegates will be able to:**

- ✓ Identify the strategic significance of training through particular emphasis on aligning training with strategy, promoting training within the organization and partnering with managers and supervisors
- ✓ Develop appropriate methods to conduct a Training Needs Assessment (TNA)
- ✓ Examine ways to select internal trainers and to hire external consultants
- ✓ Demonstrate the success of training at all evaluation levels, from reaction to Return On Investment (ROI)
- ✓ List the strategic, tactical and administrative competencies of the training professional

## **COURSE AUDIENCE**

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

## **COURSE CONTENT**

The strategic framework of training: an overview

- The role of a training department
- Approaches aligning training with strategy
  - From top down to pulse taking
- Marketing training within the organization
  - Training preparations
  - Guidelines for promotional material
  - Your training announcement template
- 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
  - The importance of identifying needs
  - The training needs assessment process
  - Data collection methods: quantitative and qualitative
  - Advantages and disadvantages of the quantitative and qualitative methods
  - Approaches to identifying needs
  - Workshop: applying training needs assessment

#### Selecting Subject Matter Experts (SMEs)

- Qualifications for internal trainers
- Internal trainer selection process
- Train the trainer boot camp
- Feedback and coaching template for internal trainers
  - Hiring a consultant or external trainer
    - Screening consultants' criteria worksheet
    - Proposal evaluation
    - Review of a training proposal
    - Consultant interview evaluation questions
    - Monitoring consultant performance: beginning, during, closing
- Demonstrating the success of training
  - Lessons on how to evaluate training
  - The four levels of evaluation
  - Linking evaluation levels with TNA
  - Linking evaluation levels with Instructional Learning Objectives (ILOs)
  - Components of a complete ILO
  - The ROI process model
  - Tabulating program costs
  - Calculating ROI
- Competencies of the training professional
  - Competency defined: the iceberg metaphor
  - Competency: components and types

- Strategic and tactical competencies
- Planning and administrative competencies
- Your personal development plan

### **COURSE CERTIFICATE**

**TRAINIT ACADEMY** will award an internationally recognized certificate(s) for each delegate on completion of training.

### **COURSE FEES**

£5,500 per Delegate. This rate includes participant's manual, Hand-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### **COURSE METHODOLOGY**

The training course will be highly participatory and the course leader will present, guide and facilitate learning, using a range of methods including formal presentation, discussions, sector-specific case studies and exercises. Above all, the course leader will make extensive use of real-life case examples in which he has been personally involved. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Case studies & Practical Exercises
- 10% Role Play
- 10% Videos, Software or Simulators (as applicable) & General Discussions