



Measuring and Maximising Training ROI Training

Description

Introduction

Delegates will find the learning acquired by attending this course invaluable in carrying out their role in planning, implementing, delivering and evaluating training interventions. This course is designed to demonstrate how organizations can obtain greater value from their investment in training. The focus of the course will be on the evaluation of training and in particular how to measure and maximize the training ROI. The course advocates the adoption of a holistic approach to the evaluation and measurement of the effectiveness of training and will provide delegates with sufficient learning to enable them to make a convincing business case for training and the allocation of resources for training.

This course will feature:

- Issues related to the management of the training budget and potential compromises impacting on the 'training spend'
- Ensuring that proposed training programmes are relevant and the business case to support planned expenditure can be made
- Monitoring and evaluating the impact of training in the workplace
- Identifying future training needs
- Demonstrating ROI has been achieved.

Objectives

- Understand the issues related to measuring and maximizing training ROI
- Plan, organise and deliver relevant training interventions
- Demonstrate the business case for specific training interventions
- Understand and be able to implement techniques applicable to identifying training needs.
- Describe best practice in relation to employee development

Content

Day One

Introduction – An Overview of the Strategic Role of Training

- The Strategic Context of Training
- The Business Case for Training Investment
- The Principles of Effective Employee Development: Training Models
- Evaluating Training
- Effective Processes for Measuring Training Return on Investment (ROI)
- The Role of Senior Managers, HR Professionals and Line Managers in Measuring and Maximizing Training ROI

Day Two

Aligning Training to Business Objectives: Maximizing Training ROI

- The Organizational Context
- Business Strategy: the Need for Long-term Planning for Future Skills and Competences
- Establishing Training Needs
- Aligning Training with Business Needs
- Planning and Delivering Effective Training
- Maximising training ROI

Day Three

Measuring Training ROI

- Making the Business Case: Arguments For and Against Measuring the Cost Effectiveness of Training
- What and How to Measure
- Identifying Appropriate Success Criteria
- Measuring the Effectiveness of Training
- Forecasting Costs and Benefits
- Calculating the Training ROI

Day Four

Managing the Training Process

- Identifying Effective Approaches to Training
- The roles and responsibilities of senior managers, HR professionals, line managers and employees
- Establishing Strategic Training Objectives
- Identifying Training Objectives at the Operating and Individual Level
- Planning and Preparing Training Budgets and Implementing Training
- Internal or external training provision

Day Five

Evaluating Training

- Determining how Training will be Evaluated: Models and Methodologies
- Purpose of Evaluation
- Levels of Evaluation
- Linking Evaluation to Training ROI
- Some Myths about Evaluation
- Course summary

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