

Certified Training and Development Professional Training

Description

Introduction

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

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Objectives

- dentify the strategic significance of training through emphasis on aligning training with strategy, marketing training within the organization and partnering with managers and supervisors.
- List the strategic, tactical and administrative competencies of the training professional.
- Use appropriate methods to conduct a Training Needs Assessment (TNA).
- Examine ways to select internal trainers and Subject Matter Experts (SMEs) and to hire external consultants.
- Demonstrate the success of training at all evaluation levels – from reaction to Return On Investment (ROI).

Content

Day One

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

Day Two

Competencies of the Training Manager/Coordinator

- Competency Defined: The Iceberg Metaphor
- Competency: Components and Types
- Strategic and Tactical Competencies
- Planning and Administrative Competencies
- Overview of the 2013 ASTD Competency Framework

Day Three

The Role of the Training Professional in Training Needs Assessment (TNA)

- The Training Assessment Process
- Why Identify Needs?
- Data Collection Methods: Quantitative and Qualitative
- Approachesto Identifying Needs
- Advantages and Disadvantages of Quantitative and Qualitative Methods

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Day Four

Selecting Subject Matter Experts (SMEs)

- Qualificationsfor Internal Trainers
- Internal Trainer Selection Process
- Feedback and Coaching Template for Internal Trainers

Day Five

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 and Instructional Learning Objectives (ILOs)
- Components of a Complete ILO
- Jack Phillips' ROI Process Model
- Tabulating Program Costs
- Calculating ROI