

Certified Training Officer Training

Description

Course Objectives

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

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- Describe the key roles and responsibilities of training departments
- Develop a training department mission statement with key result areas and key performance indicators
- Establish a comprehensive training strategy which includes training policies, procedures, and training plans
- List important steps for developing and administering training budgets
- Identify methods for evaluating the training function
- Conduct a cost benefit analysis for training activities
- Prepare business requirements for a Learning Management System (LMS) and list the necessary system selection steps

The Outlines

Managing a Training Department

- Defining management
- Key management functions
- Personal assessment and development plan
- Role of the training department in an organization
- Conducting a ‘PESTLE’ and ‘SWOT’ analysis
- Devising a training strategy
- Training department mission statement
- Identifying key result areas
- Training department key performance indicators
- Marketing the training function within your organization
- Training and development roles

- Structure of a training department

Mapping Training Policies, Procedures and Training Plans

- Importance of training policies
- A look at common training policies
- Drafting training policies
- Components of a training plan
- Partnering with training providers

Establishing a Training Budget

- Whose responsibility is it?
- Budget types and techniques
- Measurement, metrics and budget data
- Eight steps to creating your budget
- Tips for defending your budget
- Examples of training budgets

Evaluating the Training Function

- Reasons for evaluating the training function
- Key performance indicators
- Deciding on indicators
- Monitoring and reporting
- Measuring employees' satisfaction of the training function
- Evaluation methods
- Developing the training function's satisfaction survey
- Evaluating transfer of behavior
- Conducting a cost/benefit analysis
- Reporting return on investment
- Presenting your findings

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Selecting and Implementing an LMS

- Purpose and importance of LMS
- Existing types and technology
- Common features
- Business requirements
- Defining the selection process