



## Managing and Coordinating Training Training

### Description

#### Introduction

Training and development managers, officers and coordinators involved in the needs analysis process, organizing training program and evaluating the results of training.

#### Objectives

- Describe how business strategy influences training.
- Identify some critical training concepts including principles of adult learning and learning styles.
- Identify different methods of needs assessment and the advantages and disadvantages of each.
- Write effective learning objectives.
- List the characteristics of an effective trainer and identify some of the problems and solutions of training delivery.
- Create a work environment that facilitates transfer of training.
- Evaluate the effectiveness of training.

#### Content

##### Strategic Training and Development

- The Strategic Training and Development Process
- Roles of Employees and Managers
- Top Management Support
- Aligning Training to Strategy

##### Some Critical Training Concepts

- Principles of Adult Learning
- Learning Styles
- The Experiential Approach to Training

## **The Training Needs Assessment Process (TNA)**

- Why Do a Needs Assessment?
- Who Should Participate in Needs Assessment?
- Methods Used in Needs Assessment
- Advantages and Disadvantages of TNA Methods
- The Needs Assessment Process

## **Designing the Training Program**

- The Basics of Training Design: Gagne's Principles
- Training Design Activities
- Purposes of Training Objectives
- Writing Training Objectives
- Developing Course Material

## **To Buy or to Design**

- The Purchase-or-Design Decision

## **Delivering the Training Program**

- The Training Session Plan
- Training Delivery Activities
- The Trainer, Train-The-Trainer and Trainees
- The Training Site
- Seating Arrangement
- Scheduling and Administering the Training
- Training Delivery: Problems and Solutions

## **Transfer of Training**

- What is Transfer of Training?
- Barriers to the Transfer of Training
- Transfer of Training Framework:
- Role of Management, Trainer and Trainees, Before, During and After the Training

## **Evaluating Training**

- Why Conduct Training Evaluations?
- Models of Training Evaluation
  - Kirkpatrick's Four Levels of Evaluation
  - Phillips' ROI Process Model