

## Coordinating Learning & Development

**Duration: 2 Days**

### Introduction

This workshop is designed for those who work as training coordinators, trainers, or developers of training programmes. In this role they support and interact with line managers, organise, and possibly conduct, training activities, select external courses and trainers, link the training activities to the staff development process and plan the future training activity as a basis for a competency driven development strategy.

### Course Aim

The workshop will prepare individuals who operate in training and development to plan a strategy to contribute effectively to the business and become a credible business partner. It will ensure that participants leave with new action plans for implementing substantial ideas for improving the effectiveness of the training function

### Learning Objectives

This programme is for you if you wish to:

- ✿ Promote the training function as a driver for the business
- ✿ Institute change and improvement in the training function
- ✿ Ensure that training has a positive impact on the bottom line
- ✿ Contribute at each stage to the main activities of the training function
- ✿ Select resources that maximise learning
- ✿ Develop a range of resources to impact the process of training design through to evaluation
- ✿ Identify & communicate requirements effectively with all contacts.
- ✿ Design templates for a variety of training administration uses.
- ✿ Establish and maintain a variety of reference systems to support the needs of the department.

### Method & Approach

The methodology for this workshop is interactive with the emphasis on coaching the participants to identify procedures and supporting documentation that will bring efficiencies and enable them to measure the effectiveness of their contribution. We encourage discussion, practice and analysis by the participants supported by input from the training consultant.

Using participants' own experiences and situations, supported by case studies, questionnaires, exercises, assessments of theories and frameworks, group presentations and peer feedback, with a view to producing practical outcomes at all times

### Course Content – Day 1

- ✿ Corporate Development – what is our purpose?

- ✿ Role and scope of our training and development function
- ✿ Gathering evidence of the need for development – what are our sources?
- ✿ Making use of internal measurements
- ✿ Demonstrating commercial acumen
- ✿ Aligning policies, plans and personnel procedure with corporate objectives
- ✿ The role of the training administrator and others within the department.
- ✿ Specifically what do these roles contribute to customers?

### Course Content - Day 2

- ✿ Training needs analysis – what is the process?
- ✿ Existing procedures that support the process
- ✿ Critical incidents that require attention
- ✿ Documents that support the process
- ✿ A systematic approach: identifying training needs; the role of training objectives and the link to evaluation
- ✿ The skills of training need analysis liaising with line managers; principal training methods; sources of information
- ✿ Training Records: establishing a training records system
- ✿ Role of a trainer, and consultants – pre and post course links to learning
- ✿ How does the design of documents support learning?
- ✿ Forms and Handouts: principles of good design for course materials templates, handouts and activities.
- ✿ What do you really want to know from evaluation?
- ✿ Building a resource library
- ✿ Choosing and using Consultants: the advantages and disadvantages of using outside consultants
- ✿ External Venues: booking; essential administration before, during and after a course