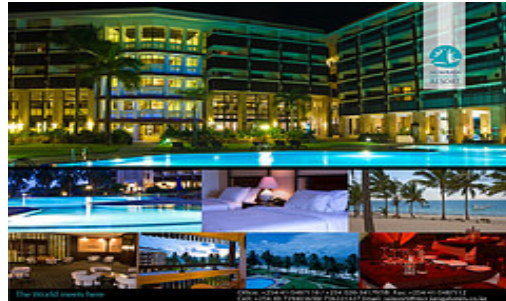


EFFECTIVE MANAGEMENT OF TRAINING FUNCTION SEMINAR

“Optimize training in your organization”



DATE: September 24 & 25th, Mombasa Continental Resort Hotel

Program highlights

- Measuring the ROI of training initiatives
- Promoting Learning retention Methods: Making it stick
- Evaluating the “Fit” and Effectiveness of e-Learning
- In search of Quality Assurance Standards for Training Products
- Strategies for Building a Learning Culture
- Outsourcing Training
- Turning Training Development into Business results
- Managing Multiple Training Initiatives
- Training Needs Analysis

Who Should Attend

- Human Resources Managers
- Training Managers
- Training Officers
- Learning & Development Managers/Coordinators

PROGRAM OVERVIEW

BEST PRACTICES IN MANAGING THE TRAINING FUNCTION

With training playing an increasingly important role in improving organizational performance and competitiveness, training management is becoming a key to organizational success. This session will examine best practices in managing the training function to improve the planning, implementing, monitoring and evaluating of your training program.

- Best practices in training function systems audits
- Prioritizing training responsibilities
- Identifying key duties and responsibilities for the training function
- Developing priorities consistent with the business plan
- Building a partnership between managers/supervisors and the training function
- Project management skills for training managers

MANAGING PERFORMANCE-BASED TRAINING STRATEGIES

Leading organizations are looking to become more performance-based in order to better serve internal clients and increase the value of their training function to the organization. In order to achieve this goal, the training department needs to be aligned with the business goals and

Strategies of the organization and deliver measurable results in business terms. This session will look at performance-based training strategies that will help convert your training department into a full business partner that is integral to accomplishing critical organizational initiatives.

- Assessing your organization and developing a roadmap for becoming performance-based
- Establishing precise performance standards
- Upgrading staff skills
- Monitoring performance and providing coaching and quality review
- Providing expert modeling on pilot initiatives

MEASURING THE ROI OF TRAINING INITIATIVES

"Soft savings" remain a hard sell to senior management looking for returns on investment expressed in terms of reduced costs and increased revenues. Learn about methods that you can use to improve your measurement of ROI in order to demonstrate the true value of your training initiatives to the organization.

- Using technology to measure ROI
- Phillips model for calculating ROI
- Challenges associated with calculating ROI
- How to forecast the ROI of training
- Making soft savings harder: quantifying ancillary benefits
- Flipping the iceberg: practical tips for spotting hidden costs and hidden benefits

TRAINING NEEDS ANALYSIS

A starting point in managing training involves conducting a comprehensive review in order to determine accurately what sort of training is appropriate. This session will provide you with tips and techniques for performing an assessment of training needs.

- Why needs analysis is important
- Asking good questions and listening effectively
- Measuring gaps in performance and learning
- Interpreting the needs analysis data
- Managing instructional design to deliver needs-based training
- Choosing the most appropriate training methods

HOW TO MANAGE A TRAINING BUDGET

Training and development budgets can sometimes be less than ideal when trying to accomplish all the learning objectives for your company.

This session will look at ways to manage your training and development Budget effectively.

- How to prioritize training initiatives
- How to conduct a cost-benefit analysis
- Tips for developing cost-effective training programs

OUTSOURCING TRAINING

Many companies are choosing to outsource the training function to take advantage of reduced fixed costs and access to faster cycle times. This session will examine the pros and cons of outsourcing and list training outsourcing options currently available.

- Benefits and disadvantages of outsourcing training
- How to make the decision to outsource
- What are the outsourcing options available?

EVALUATING THE "FIT" AND EFFECTIVENESS OF E-LEARNING

Discussions of e-learning are pervasive in the world of training. Whether you are already using e-learning or merely considering doing so, the bottom line is that you need to do a management assessment to know if e-learning methods are effective and adding value to the company.

This session will look at how to evaluate e-learning, its effectiveness And its return on investment.

- Key success factors: understanding why some courses fail
- Considering e-learning from a strategic perspective
- Evaluating e-learning design, content and options
- Calculating the ROI of e-learning
- Evaluating the learner's experience
- Determining if learning objectives have been met
- Assessing transfer of learning

BLENDED LEARNING

The goal of blended learning is to provide the most efficient and effective training by combining different learning styles that can be accomplished through the use of blended virtual and physical resources, such as collaboration software, web-based courses, EPSS and knowledge management practices. This session will look at how to effectively use

blended learning strategies to enhance your training function.

- Reasons for using blended learning: areas where it is most effective
- Designing blended training initiatives
- Type of delivery mediums that can be used
- Challenges to blended learning
- How to manage the roles and responsibilities in blended learning
- Creating a seamless learning experience
- Controlling costs and meeting ROI goals

EVALUATING THE IMPACT OF TRAINING USING KIRKPATRICK'S FOUR LEVELS

The Kirkpatrick model is a method frequently used by training and development professionals to determine the impact of training. This session will detail each of the levels and will highlight best practices for each.

- Why evaluation matters?
- What are the Kirkpatrick four levels of evaluation?
- How to conduct a training audit
- Deciding when to change training methods
- Best practices for each level of evaluation

PROMOTING LEARNING RETENTION METHODS: MAKING IT STICK

How do you engage learners to increase their retention and their ability to apply what they have learned on the job? Classroom participation and excellence are not always signs of the best practitioners, so this session will walk you through a number of tried and true methods that you can promote to increase learning retention in your organization.

- Reasons training can fail
- Incorporating adjustments for learning style
- Getting your message through the noise of distractions
- Capturing attention and inspiring with stories and analogies
- Learner engagement: methods for increasing "stickiness"
- Measuring the transfer of training

MANAGING MULTIPLE TRAINING INITIATIVES

When juggling the management of a range of training initiatives at once, project management methodology can help you to monitor, evaluate and maintain control. This session will show you how you can use project management to improve your

management practices and coordinate the goals of numerous stakeholders ranging from vendors and consultants to employees and management.

- Allocating and scheduling resources
- Determining priorities and deliverables
- Practical tips for keeping you on the critical path
- Tracking, establishing checkpoints and increasing accountability
- Managing external vendors and consultants

MANAGING INFORMAL LEARNING

Informal learning is learning that takes place away from company-organized formal training. It can be a powerful way for employees to learn new skills but is also difficult to manage. This session will discuss how to leverage the positive aspects of informal learning.

- What are the different types of informal learning
- What are the pros and cons of informal learning
- How to assess if informal learning in your company
- is effective and an added value
- Techniques for effectively managing informal learning

What AMC will provide to the participants

- Writing materials
- Meals and refreshments
- Branded files and Handouts
- Certificate of participation
- Executively framed Group photograph
- An exceptional send off

Training venue: The Mombasa Continental Resort Hotel, Nairobi, Kenya

Please note that AMC is a DIT [Directorate of Industrial Training] accredited organization.

PROGRAM LEADERS

1. Sharon Kisire-Head of Human Capital -Kenya Wildlife Services
2. Maria Ligaga- Head of Human Resources- Mumias Sugar Company
3. Benedict Mugerwa- Uganda Management Institute

Training Registration Form

Name of Course: _____

Course Location: _____

Course Dates: _____

Fees

*Kshs 59,500
Exc of VAT*

Registrants(s):

No.	Name	E-mail	Phone
1.			
2.			
3.			
4.			
5.			

Organization: _____

Contact Person: (If not registered): _____

Phone No: _____

Address: _____

Contact Email Address: _____

Pin No. _____

VAT No. _____

Terms & Conditions - Adaptive Management Consultants Training Courses

A signed registration form, returned to our office indicates that you have read and agreed to the terms and conditions set out below:

1. A place on any course is reserved only upon receipt of a signed training registration form accompanied by a purchase order for an amount equal to the quoted course fee.
2. Full payment for all training activities must be received 7 working days prior to the commencement of the course.
3. Adaptive Management Consultants reserves the right to cancel or re-schedule courses with 7 days notice. In the event of such cancellation, registrants can opt to have all pre-paid fees refunded in full or credited towards the next available course.