



## HRM-103 - Training Management & Course Development

### Description

A 5-day Training Program to provide participants with tools and techniques to manage training activities and develop training courses in a corporate environment.

The Training Program will begin with the concepts of planning and developing corporate training from a managerial perspective. Using hands-on workshops, participants will then be lead through a step-by-step, systematic approach to planning and developing training courses.

### Objectives

- Provide an understanding of training methods and the key elements of learning and learning transfer
- Introduce techniques to manage and develop overall training courses that tie training objectives with corporate objectives
- Provide an understanding of the trainer's role in the learning process
- Provide tracking methods to determine the success of a training course through participant evaluations and Return on Investment (ROI) calculations
- Guide participants through a detailed, step-by-step process to develop training courses

### Topics

#### Part 1: Introduction to training and learning

#### Definition of training and learning

#### Pedagogy

#### Awareness of best practice and current trends

## **Understanding training methods**

## **Understanding the key elements of learning and learning transfer**

### **Part 2: Training management**

#### **Developing training objectives**

- Tying training objectives to corporate objectives
- Writing a company training policy
- Developing a continuously learning organization

#### **Developing a training plan**

- Conducting a needs analysis
- Preparing training and development plans
- Preparing the overall training budget
- Designing and costing training courses

#### **Trainers**

- The learning process and the trainer's role
- Internal trainers versus external consultants

#### **Training evaluation**

- Conducting evaluations
- Keeping training records and managing a training system
- Evaluating Return on Investment (ROI)

### **Part 3: Systematic guide to training course development**

#### **Identification of training needs**

- Objectives
- Methods
- Knowledge, attitudes and aptitudes

#### **Behaviour analysis**

- Development of human resources in reference to objectives and institutional climate
- Actual behaviour versus desired behaviour
- Definition of desired changes

#### **Development of course content and teaching methods**

- Competency-based needs assessment approach
- Task analysis process
- Development of behavioural objectives components

### **Training course test and distribution**

- Control group participant selection and preliminary course evaluation
- Pre and post training test preparation
- Establishment of participant lists per session
- Classroom setup
- Development of theoretical content and visual teaching aids
- Techniques and teaching methods

### **Evaluation**

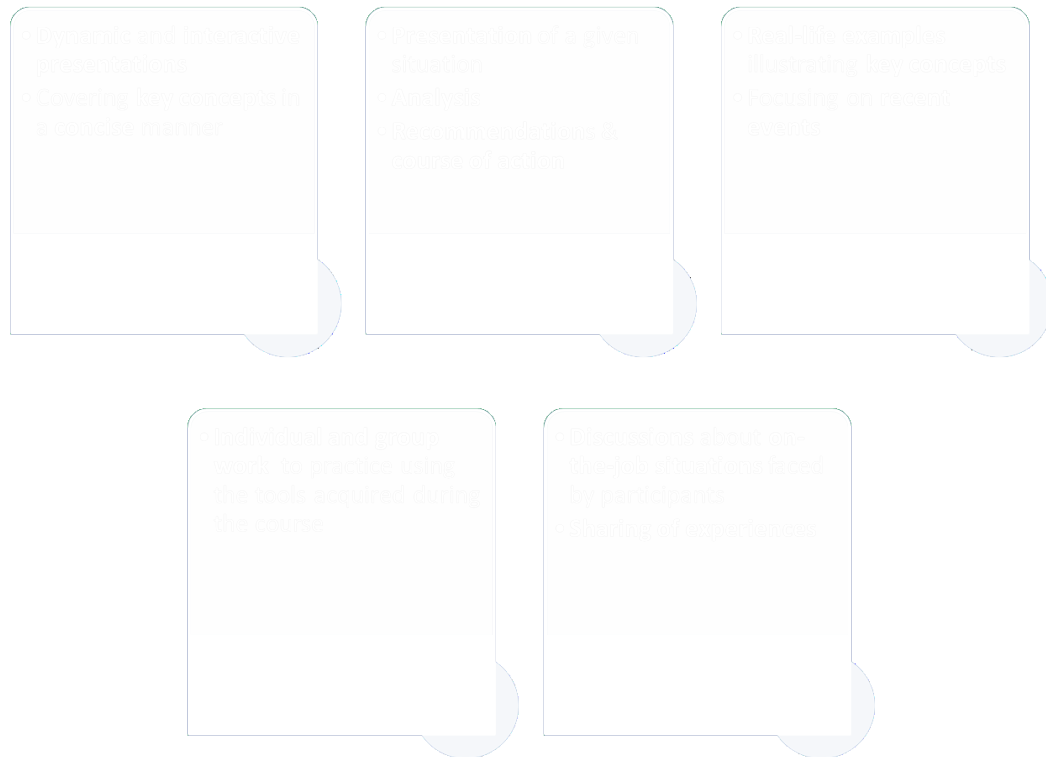
- Types of evaluation
- Establishing cost/benefit ratios and ROI

### **Target Audience**

- Managers and personnel responsible for training in a corporate environment
- Managers looking to complement their skill-set by gaining a good understanding of training management and course development and how to assess their training needs

### **Methodology**

A combination of engaging activities and dynamic presentations to stimulate and maximize participants' learning.



## Location

A selection of Neotelis' training courses is held in various cities around the world. Please contact us at [training@neotelis.com](mailto:training@neotelis.com) for the complete Yearly Training Calendar.



Neotelis can also deliver in-house sessions of this course specifically for your organization. Please contact us at [training@neotelis.com](mailto:training@neotelis.com) for more information and a Proposal.

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Neotelis provides training, consulting, conferences and publications to the telecommunications industry worldwide. Its team of senior experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 120 countries around the world.

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