

## THE COMPLETE TRAINING WORKSHOP



**Do any of these situations sound familiar?**

- *Your training function delivers an increasing number of programs each year, but you don't know what impact this is having on the organization.*
- *You are frustrated by the lack of management support for training.*
- *You wonder whether people are really using on the job, many of the skills learned in your programs.*
- *The number of people who call last minute to cancel their attendance at a training program is increasing.*
- *Your management is asking for more justification of your operating budget.*

**If these situations do sound familiar then this program is for you.**

## **Program Overview**

Training professionals are under increasing pressure to show that their programs are worthwhile and produce bottom-line results.

In this **5-Day** program we will cover all the major points of the training function and provide strategies and how-to's for implementing results-orientated training.

You will learn the how-to's of linking your training to business needs and measuring the results. The entire program will focus on how to gain impact from training programs that lead to an increase in performance of a current job or task.

The program will cover all the basic areas of the training function but is based on the premise that the training professional should be more proactive in analysis and evaluation.

We have designed this program for people whose primary professional responsibility is the training of others. Such job titles as Training Manager, Program Designer, Staff Instructor, Co-ordinator and Line Managers who have an increased responsibility for training would qualify to attend this program.

For all delegates, this program is intended to develop greater understanding of the training process and to empower them to design and conduct better programs that demonstrate how to evaluate the impact, value and worth of the training function.

## **Program Objectives**

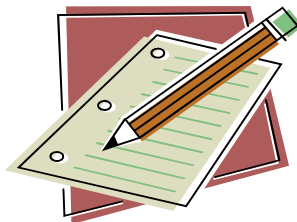
At the end of this course delegates will be able to:

- ***Plan a logical approach to training***
- ***Define your evaluation strategy before designing training events.***

- *Conduct a breakdown analysis of jobs and tasks.*
- *Identify adult learning needs..*
- *Review training analysis techniques.*
- *Evaluate the cost of an untrained employee.*
- *Use a competency approach to training evaluation.*
- *Demonstrate the cause-and-effect link between training and results.*
- *Build training evaluation into your business strategy*
- *Evaluate the financial impact of training.*
- *Design career development systems.*
- *Sell the whole process to senior and line management.*
- *Make a direct impact on organizational performance.*

## **PROGRAM OUTLINE**

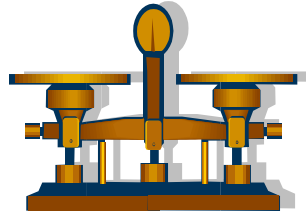
### **Module 1: Planning the Approach to Training**



Introduction  
Definition  
Alternative Training Strategies

The HR Wheel  
HRM versus HRD  
Role of Line Managers  
Customer and Consumer Segments  
Policies and Procedures

## **Module 2: Evaluating Training**



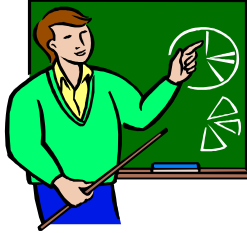
What is Evaluation?  
Training Effectiveness  
The Big Picture  
Analysis Exercise  
Six Building Blocks  
Making the Case for Evaluation  
Value Added Training

## **Module 3: Determining Training Needs & Analysing Gaps**



A Systems Approach to Training  
Identifying Training Needs  
The Trainee-Performer  
The 4 Approaches to TNA  
Diagnosing the Skill Gap  
What we need to Measure  
The 3 Key Outputs  
Analysing the Cause of Performance Gaps  
Good Decision Making

## Module 4: Adult Learning and Instructional Design



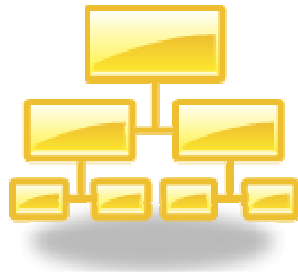
Why Adults Learn  
Applying Theory to Training  
How the Brain Works  
The 3 Learning Domains  
NLP and the Meta Model  
The Training Cycle  
Learning Objectives  
Learning Objectives  
Writing Objectives Easily  
Developing Training Design

## Module 5: On-The-Job Training



Organization & Management of an OJT System  
JIT (Job Instruction Training)  
Structured OJT  
Assessing Training Skills  
OJT Program Designs  
Experiential Learning

## **Module 6: Competency Based Training Systems**



The Functional Organization  
Competencies and Outputs  
The AMA Model  
Building a Competency System  
Career Development Teams  
Management Development Cycle  
Competency Matrices  
Leadership Competencies

## **Module 7: Career, Management & Leadership Development**



Career Planning  
The I-O relationship  
Career Planning Criteria  
Career Development Window  
Management Development: Change Agent  
Determining an Approach  
Fitting in to Environment of the Organization  
Leadership vs Management  
The Major Approaches

## **Module 8:       The Financial Impact of Training**



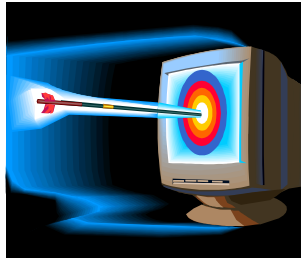
Evaluating the Cost of Training  
Measuring Financial Impact  
The Line Supervisor's Input  
The Cost of NOT Training  
Opportunity for Improvement  
Financial Strategy

## **Module 9:       Solving Training Problems**



The Need for Hard Evidence  
Finding the Root Cause  
Root Cause Analysis  
Fishbone Diagrams  
Force-Field Analysis  
Systematic Problem Solving  
Problem Solving Worksheets

## Module 10: Making a Powerful Impact with Training



Moving away from Activity Training  
The Training-for-Activity Trap  
The Business Need for an Alternative  
Activity-Impact Continuum  
Business Needs and Clients  
Forming Relationships  
Summary.



## **FACILITATOR/PRESENTER PROFILE**



**John B. Straker**  
**M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.**  
**(British National)**

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

### **Work Experiences in the Middle East and Qatar**

- 2012 Negotiation Skills for QP
- 2012 Leadership for QP
- 2012 Negotiation for QP
- 2012 Management for QP
- 2013 Supervisory Skills QAFCO
- 2013 Leadership for QP
- 2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.