

Effective Skills for Training & HR Departments

(One-Week Training Program)

08/03/2020—12/03/2020

Egypt

Course Overview

An effective personal administrator coordinates the administrative activities of the training function, maintaining and developing information systems to enable the department to operate proactively in employee development and training. This program is designed to ensure that delegates are equipped with:

- The skills to confidently give expert support in the planning and preparation of training events
- knowledge of training systems, best practice & interpersonal skills to build positive relationships.

Why Attend?

Training professionals are under continuous pressure to offer exceptional training services. The demands of their job can only be fulfilled through an extensive knowledge of the main topics related to the training profession. This course will equip participants with practical knowledge for promoting training within their organizations, linking training to organizational objectives, analyzing training needs, and selecting internal trainers and external consultants. In addition, the course focuses on different levels of training evaluation and on the competencies required by training professionals.

Who Should Attend This Course?

This course is highly recommended virtually to anyone who works in training departments including *personal administration & HR*. Also, it is designed for all training team members who want to benefit their organisations including: Administrators, officers, team leaders, managers, business partners. Also, the course will benefits

Training and Development professionals who are involved with measuring the impact of training within an organization. Moreover, the course can develop the following skills & tasks:

- Planning, organizing and assisting
 - Training managers' secretaries
- Training needs assessment and analysis
 - Persuading and influencing
- Evaluation of training
- Presenting and communicating
- Deciding and initiating action
- Applying expertise and technology
- Target Competencies

- Personal Administration

Course outlines:

DAY 1

Training Records and Information, Organization and Administration

- Maintaining records, systems and libraries - Assessing training records software
- Data protection implications - Identifying effective routines and administrative systems
- Simplifying procedures and utilizing check lists
- Storing information, books, videos etc. - administering access

DAY 2

Hiring a Consultant: External Vs. Internal Trainers

- Screening consultants' criteria worksheet
- Consultant interview evaluation questions - Proposal evaluation and Review of a training proposal
- Monitoring consultant performance: beginning, during, closing
- Qualifications for internal trainers and Internal trainer selection process
- Train the trainer boot camp, Feedback and coaching template for internal trainers

DAY 3

The Role of The Training Professional in TNA

- The importance of identifying needs and the training needs assessment process
- Data collection methods: quantitative and qualitative
- Advantages and disadvantages of the quantitative and qualitative methods
- Approaches to identifying needs. Workshop: applying training needs assessment

DAY 4

Demonstrating the Success of Training

- Lessons on how to evaluate training and The four levels of evaluation
- Linking evaluation levels with TNA and evaluation levels with Instructional Learning Objectives (ILOs)
- Components of a complete ILO and The ROI process model
- Tabulating program costs and Calculating ROI

DAY 5

Personal Effectiveness and Time Management

- Planning, prioritizing and organizing - the basic principles
- Identifying and controlling time wasters - How to increase others' confidence in you
- Meeting the expectations of your internal customers
- Personal development – Formulating an action plan
- Dealing with difficult or unreliable people - building relationships

Training Methodology:

- Language: English and Arabic.
- Power Point presentations and oral discussions.
- Practical applications and case studies.
- Workshops and group discussions.
- Role Play and demonstrations
- Indoor Activities