



## Making Training Pay-Off

ONE DAY WORKSHOP

*“Great workshop- we made our training programs pay for themselves- and some- within a month of taking this workshop- solid content”.*

Director, Learning Services, Global Outsourcing Company

### **The Concept:**

This one day workshop defines line management accountability for results-oriented training. Studies have shown that line managers – and only line managers – can produce \$33 worth of results for a \$1 investment in training. This workshop provides the managerial skills needed to produce such results.

### **Methodology:**

Proven, practical concepts and techniques are presented through a variety of participative instructional techniques, relying to a great extent on the participants’ experiences to reinforce the concepts.

### **Benefits:**

As a manager, you will learn the specific training functions and activities for which you are directly accountable and those you can rightfully expect from the Training Department. You will learn how to determine when training can be of the greatest benefit to you and your staff and how you can derive the maximum from your training resources.

### **Objectives:**

This workshop is designed for supervisors, managers and others who wish to use training as a resource to improve the job performance of their employees.

Upon completion of this workshop, participants will be able to:

- Identify the specific training accountabilities of the line departments (users) and the training departments (providers)
- Analyze performance problems to determine if training is a potential solution to that problem
- Apply a performance analysis process to an existing operating problem
- Apply the critical managerial techniques before, during and after the employee attends training

### **Agenda:**

Accountability for Training

- The age-old controversy: “Training — whose job is it, anyway?”
- Establishing the role of the user (Line Department) and of the provider (Training Department)
- Payoff from training starts with establishing ownership



### Performance Analysis

- Teaching more workshops may be a waste of resources
- In most instances, training is not the solution to poor performance
- The questions to ask to determine, “Should we train?”
- Analyzing performance problems — theory, application and practice
- Roadblocks to training — environmental obstacles and performance conflicts

### The Performance Gap

- Why training often does not improve performance
- The critical sequence: design / learning / performance
- From the classroom to the job — the most important step in training

### The Real Payoff

- Ensuring performance results — the role of manager before, during and after the employee training — the secret to success