Human Resources & Employee Development

Workshops and Consulting Services

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PROGRAM PLANNING & COURSE DEVELOPMENT SERIES

List of courses related to Program Planning Series

- Developing an Organizational Training Framework
- Program Needs Analysis
- Creating a Learning Framework and Knowledge Mapping
- Program Assessment

List of courses related to Program Planning Series

- Strategies for Teaching and Learning (Overview of Course Development)
- Course Needs Analysis
- Course Planning for the Workplace
- Creative Training Strategies
- Instructional Techniques
- Advanced Skills for Teaching and Learning Strategies
- Evaluation and Assessment Methods

Developing an Organizational Training Framework
(CMW & DD)

Having an awareness of the organizational topography is the first step in developing a relevant training framework that is sustainable. This workshop will discuss the value of being rooted in the organization's culture, mission statement and values. Participants will also examine how factors, such as business plans, technology, and industry regulations, can impact the design of a sustainable training framework and what the return-on-investment needs are for a specific organization.

LEARNING OUTCOMES

You will …
- *Define culture and philosophy of the group or organization*
- *Name specifics about the audience*
- *Outline a business strategy – short and long term*
- *Ascertain the vision, mission and values of the group or organization*
- *Performance management processes*
- *Identify resources available (e.g., technology, stakeholders, existing learning programs)*
- *Categorize ROI data already being captured and additional ROI data that may be required*
- *List perceived organizational issues and their root causes*

COMPETENCY AREAS

Organizational Planning, Results Orientation, Communication

DURATION: 1 Day

Program Needs Analysis
(CMW & DD)

Subsequent to developing an organizational training framework, understanding the needs of the organization or group is essential when determining the outcomes for a training program. Participants will investigate various ways to define and identify needs, and determine appropriate methods of needs assessment for particular groups or organizations.

LEARNING OUTCOMES

You will …

- *Review appropriate data gathering approaches*
  - o *DACUM*
  - o *Surveys, questionnaires*
  - o *Interviews*
  - o *Critical observation*
  - o *QA trends*
  - o *Performance metrics*
  - o *Benchmarking*
- *Determine the best method for reporting needs analysis results*

COMPETENCY AREAS

Organizational Planning, Results Orientation, Communication

DURATION:　　1 Day

Managing a Learning & Development Project
(CMW & DD)

Managing learning and development projects draw on the principles of project management practice as it applies to the specific environment of learning and development. In this workshop participants will have an to opportunity to review and discuss the elements pertinent to training within the life cycle of the project.

LEARNING OUTCOMES

You will …

- *Consider how the elements of learning and development fit into the project life cycle phases of initiation, planning, managing, implementing and closing.*
- *Develop a learning strategy for use throughout the process to ensure the project is controlled, delivered on-time and on-budget.*
- *Identify facilitating process strategies for the project including:*
  - o *a marketing strategy*
  - o *a communication plan*
  - o *organizational needs and resources*
  - o *risk management plan*
- *Explain what a implementation and sustainability strategy needs to include*

COMPETENCY AREAS

Organizational Planning, Results Orientation, Communication

DURATION:　　1 Day

It is recommended that participants complete the Project Management Series or equivalencies prior to attending this workshop.

Program Assessment
Realizing your Return-on-Investment (CMW & DD)

Once a training framework, needs analysis and learning & development project plan are in place, implementation follows. Program assessment ensures that sustainability and optimum return-on-investment is achieved with implementation. This workshop addresses how to match program assessment to the defined objectives of the program and what to do when modifications are required.

LEARNING OUTCOMES

You will …

- *Review the elements of conducting a multi-level program evaluation to:*
  - o *ensure retention*
  - o *identify increases in competencies*
  - o *determine the achievement of intended goals*
- *Identify when to modify program details based on program evaluation after implementation*
- *Report to stakeholders*
- *Celebrate successes*

COMPETENCY AREAS

Organizational Planning, Results Orientation, Communication

DURATION: 1 Day

Strategies for Teaching and Learning
OVERVIEW of Course Development (DD)

This practically oriented workshop provides individuals with a greater breadth and understanding of how adult education theory can inform and improve one's instructional practice. Understanding best practices in adult education is essential to good teaching. This course provides participants with an opportunity to develop and enhance their knowledge, skills and abilities with course planning, curriculum development, and delivery.

LEARNING OUTCOMES

You will …

- *Recognize and explain the importance of audience needs assessment*
- *Create clear and appropriate course goals and learning objectives*
- *Develop useful lesson plans and course content curriculum*
- *Describe the qualities of an effective adult educator and facilitator*
- *Describe how various learning styles influence how to best structure learning for adults*
- *Describe and apply the following elements of effective teaching:*
  - o *creating a safe environment*
  - o *effective questioning*
  - o *conflict management*
  - o *time management*
  - o *modifying activities*
  - o *presenting with audio visuals and other information technology*
  - o *working with groups*
  - o *leading discussions*
- *Determine appropriate ways of conducting assessment and evaluation*

COMPETENCY AREAS

Results Orientation, Communication, Impact & Influence

DURATION: 4 Days (with two-week split between Days 1-2 and Days 3-4)

Course Needs Analysis
(CMW & DD)

When it comes to developing training, what you want may not be what you need. This workshop will provide you with the skills and tools to determine a number of key variables in the course needs analysis process to ensure successful on-the-job performance.

Participants will investigate factors internal and external to the organization that defines the need for training, various ways to define and identify the needs of the target audience, and determine appropriate methods of needs assessment for course development.

LEARNING OUTCOMES

You will …

- *Analyze the factors internal and external to the organization as a means to confirm the need for course development*
- *Examine aspects of the needs assessment process*
- *Sort through the factors pertinent to the target audience*
- *Develop strategies for assessing needs*

COMPETENCY AREAS

Results Orientation, Communication, Organizational Effectiveness

DURATION: 1 Day

Course Planning for the Workplace
Programming for Learning Styles & Environment (DD & CMW)

Training is an essential element of development in any organization. Being knowledgeable and continuing to learn throughout your career can make you a very valuable asset. We also know that training and orientation for newly hired employees is a key factor in retention. This two-day workshop is designed for individuals who want to develop training programs that are meaningful, practical, and incorporate the learning styles for the benefit of course participants and the organizations they work for.

LEARNING OUTCOMES

You will …

- *Describe the essential elements of a training program*
- *Apply different methodologies to program design*
- *Demonstrate skills in preparation, research, and delivery of strong content*
- *Explain an instructional model*
    - *What are learning styles; assessing your own style*
    - *What do learning styles have to do with program planning*
- *Be prepared to create a training program proposal*

COMPETENCY AREAS

Results Orientations, Communication, Impact & Influence

DURATION: 2 Days

Creative Training Strategies
(DD & CMW)

Add pizzazz to your training courses. Most people have been at a party or some other social occasion where someone has told an inappropriate joke and ruined the mood (at least temporarily). Likewise, we've all been somewhere where the class clown is able to lighten the mood and help people have fun. The good news is that humor can help you make your training sessions just as engaging as those fun social occasions. Even better, you don't need to be the class clown or an award winning comedian to do it.

This one-day workshop will help you identify what kind of humor you can bring to the classroom, and how games can help you engage your participants. As well, participants will be exposed to various interactive techniques and be able to determine which methods are appropriate to make training fun and successful.

LEARNING OUTCOMES

You will …

- *Examine various teaching and learning approaches*
- *Understand how training can include the use of humor and games*
- *Explore different types of games*
- *Identify methods to elicit participant buy-in*
- *Apply methods and principles for successful humor in adult learning*
- *Troubleshoot when games go badly*
- *Develop your own games*

COMPETENCY AREAS

Results Orientation, Communication, Impact & Influence

DURATION: 1 Day

Instructional Techniques
(DD & CMW)

Deliver dynamic presentations and instruction every time. In this hands-on workshop, participants will design and deliver an instructional mini component using adult instructional theories and strategies. Some individuals become trainers because they are passionate about sharing their knowledge and helping people. Others become trainers because their employer asks them to get involved in mentoring, training, or coaching new or existing employees. Trainers also get started when they want to make some changes to their daily activities, but wish to continue contributing to a particular organization or industry. If you are thinking about becoming a trainer, or have started doing some training already and what to know more about what will help you to become an excellent trainer, this workshop will help. This two-day workshop is designed as an exploration of the essential skills that trainers need to develop, and to get you started on the learning process in an interactive and fun environment.

LEARNING OUTCOMES

You will …

- *Plan for information overload, audience, planning cycle, models, format*
- *Review types of presenters, speaking aids, tips for great presenting, overcoming nerves*
- *Understand the essential background for trainers to have*
- *Explore how being genuine enhances training*
- *Identify the elements of good questions*
- *Understand how to apply listening skills*
- *Develop rapport building strategies*
- *Describe the essentials of presentation skills*
- *Perform a participant activity delivering a mini instructional piece*

COMPETENCY AREAS

Results Orientations, Communication, Impact & Influence

DURATION: 2 Days (with one-week split between Day 1 and Day 2)

Advanced Skills for Teaching & Learning Strategies
Going Beyond the Practical Trainer (DD & CMW)

Behind every spectacular training session is a lot of preparation and meticulous attention to detail. The truly skilled trainer can make a program exciting. The learners will have fun while they are learning. The facilitator has been able to involve their emotions as well as their minds. You will see the involvement, and you will feel the energy.

To reach this stage as an adult educator isn't always easy, but success isn't just for the naturally gifted. It is possible for all of us who put effort into our personal growth and development, because we want the enormous satisfaction that comes from working with others to help them reach their potential as human beings. This three-day workshop is your start to that goal.

LEARNING OUTCOMES
You will …
- *Enhance your understanding of learning styles & how to accommodate all learning styles in the classroom*
- *Understand the key principles of effective communication in a workshop setting*
- *Use a variety of training techniques to stimulate participation*
- *Develop a plan and prepare for an effective training session*
- *Understand the different levels of evaluation and when to use each*
- *Understand how and when to add fun and humor to your training session*
- *Identify advanced interventions for difficult situations*
- *Practice the skills needed for a team presentation*

COMPETENCY AREAS
Results Orientation, Communication, Impact & Influence

DURATION:	1 day

Course Evaluation & Assessment Methods
(DD & CMW)

What is the true measurement of success? This workshop will look at the practice of course evaluation and assessment as an indicator for measuring learning. Participants will examine formal and informal evaluation methods, the levels of evaluation, variables that affect assessment, and apply various techniques to new or existing training courses.

LEARNING OUTCOMES
You will …
- *Discuss evaluation and assessment methods*
- *Review the levels of evaluation (reaction, learning, behavior, results, investment)*
- *Identify variables in evaluation and assessment*
- *Design evaluations and assessments*

COMPETENCY AREAS
Results Orientation, Communication, Impact & Influence

DURATION:	1 Day