



Essential Skills for Effective Training Administration
(Certified Training Administrator)



15 July - 2 August 2024



Amsterdam (Netherlands)

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course code: H3003 From: 15 July - 2 August 2024 Venue: Amsterdam (Netherlands) - course Fees: 6750 Euro

Introduction

An effective training 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.

Objectives

This seminar is designed to ensure that delegates are:

- Equipped with the essential skills to confidently give expert support in the planning and preparation of training events
- Provided with a good knowledge of training systems, best practice and the interpersonal skills necessary to build positive relationships.

Training Methodology

This is a very practical program, use of case studies, group work and interactive sessions will make the learning experience very relaxed and productive. Appropriate illustrative DVD's will be used to illustrate specific topics.

Organisational Impact

The significant benefit the organisation will get by supporting this program is

- Professionally qualified staff
- A certified program which is for achievement not just attendance, the issue of the ILM accreditation is subject to an optional follow up project by the delegate -thus ensuring full understanding of the program
- A common approach using the latest methods and supporting soft ware
- Methodologies taught are well documented and will be easy to audit for efficiency
- The delegates will be able to prioritise training using a new process and also to cost training by category.
- This course represents a high ROI

Personal Impact

Delegates who attend this program will

- Gain a useful complete overview of how training departments function
- Delegates will get the very latest in innovation and practices that will add value to the training function
- Gain confidence by getting a thorough understanding of how things work and why things need to be done in a certain way
- Be able to get personal certification from GLOMAS in the form of a certificate with CPE points AND know that the program is endorsed by the Institute of Leadership Management

SEMINAR OUTLINE

The Successful Training Administrator

- Defining the role, skills, qualities and attributes which lead to success
- Maximising your support to your manager - defining their needs
- Training policy and your organisation's strategy
- Keeping up to date with training issues

Establishing Training Needs

- Identifying training needs at individual, departmental and organisational levels
- The structure of training plans and how to administer them
- Understanding the training cycle and supporting system
- Awareness of different learning styles and how to provide for them

Training Records and Information

- Maintaining records, systems and libraries
- Assessing training records software - data protection implications

Organisation and Administration

- Identifying effective routines and administrative systems - simplifying procedures and utilising check lists
- Storing information, books, videos etc - administering access

Managing Training Events and Dealing with Suppliers

- Identifying training needs and possible solutions
- Negotiating the best deal for your needs - promoting training activities
- Organising travel and accommodation
- Checklists for training rooms

- Pre- and post-course administration/document design - joining instructions and course handouts
- Training evaluation - internal and external

Effective Face-to-face Communication

- Analysing assertive, aggressive and passive behaviour
- Dealing with difficult or unreliable people - building relationships
- Getting information and cooperation from others
- Listening and questioning effectively - becoming a better communicator

Personal Effectiveness and Time Management

- Planning, prioritising and organising - 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