



Essential Skills for Effective Training (Certified Training Co-ordinator)



18 - 29 November 2024



Milan (Italy)

# Essential Skills for Effective Training (Certified Training Co-ordinator)

course code: C8046 From: 18 - 29 November 2024 Venue: Milan (Italy) - course Fees: 4500 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.

This programme 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

## ILM CERTIFICATION

The Certified Training Co-ordinator is endorsed by the Institute of Leadership and Management (ILM). Delegates will complete an assessment at the end of the programme and, if successful, will become certified with the ILM. The assessment will focus on the topics covered by this programme.

## CONFERENCE OBJECTIVES

- Identify the role and principal activities within the training department
- Establish and develop a comprehensive administration system for internal and external training courses
- Develop and maintain an efficient information system on training courses
- Design and use quality documents: joining instructions, course programmes, course notes and course questionnaires
- Write clear and concise letters and memos
- Communicate effectively with all contacts and maintain a professional image
- Organise work systematically on the basis of priorities

## CONFERENCE METHODOLOGY

There are detailed presentations from a role model expert trainer supporting each of the topics together with interactive sessions of discussion.

There will also be many practical sessions where delegates have the opportunity to practice and learn by experience. Small group work, exercises and feedback will all be used to facilitate learning and develop skills, enhancing confidence at the same time.

## CONFERENCE 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, Organisation and Administration**

- Maintaining records, systems and libraries
- Assessing training records software - data protection implications
- Identifying effective routines and administrative systems - simplifying procedures and utilising check lists
- Storing information, books, videos etc - administering access

### **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

