€TRAINING

Building an Internal Training System for your Organization

17 - 21 November 2024
Dubai (UAE)

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Introduction:

Knowing what is "knowledge" for your organization and building effective systems for collecting and making the information available to those who need it - are some of the important objectives of this program.
This program is designed to help organizations build knowledgebase's to support their HR development business processes. In this program, the focus is on Building a Knowledgebase to Support your Organization's Internal Training Needs including Coaching.

Course Objectives:

At the end of this course, the participants will be able to:

- Knowhow Technical and Process
- Align to the Needs and Expectations of Stakeholders/ Customers internal & external
- Align to Organizational Strategic Objectives.
- Learn Good Management Practices, and, Meeting Requirements and Recommendations of the Relevant Industry Standards.
- Make Dramatic Process Improvements, including as relevant Productivity Improvements, Product and Service Differentiation and Generally Exceeding Stakeholder/ Customer Expectations.

Targeted Audience:

- Professionals
- Consultants
- Managers

Course Outlines:

Unit 1:

- Introduction of Human Resource Management HRM
- Concept and Definitions of HRM
- THE PROCESSES OF HUMAN RESOURCE PLANNING
- Evolution and developments of HRM
- Value for money from HR
- The new HR structure
- New roles within HR
- HR Business Partners
- Value of trend analysis and HRP

Unit 2:

- Internal and External Frameworks
- Proving ROI on HR activities
- Training needs analysis
- The purpose of a training needs analysis

- Benefits For Your Business
- The Added Value Role of Today's Training Analyst
- What value does the training offer - group exercise?
- The need for training to produce measurable results

Unit 3:

- It's vital to know who your customer is
- Establishing a training process that works and is auditable -the new schema
- Mastering training costs and budgets -group exercise
- Managing and being accountable for training expenditure
- Adding value through training activities - examples
- The role of the training analyst - presentations
- Training Analysis - The Key Areas of Measurement
- Budget spent and the monitoring of costs

Unit 4:

- Creating value from training -examples
- Understanding fully how competency frameworks work
- Setting standards for competency and measuring competency improvement
- What is performance - is it related to competency?
- Measuring improvements after training -how to do it
- Competence + performance = productivity
- Software needed to measure competence and performance - also automating TNA
- Measuring and Reporting Training Results
- Formulas needed added value and unit costs

Unit 5:

- Maximizing but controlling training activities
- The new leadership role of training
- Dealing with uncertainty during training
- Case studies showing training success
- Should training functions be profit centers?
- What is the role of end of course questionnaires?
- Your actions when returning to work
- HR Best Practice Processes
- Exceeding "Customer" Expectations Ideas for HR