

Managing and Measuring Training, Learning and Development Measuring ROI and Demonstrating the Strategic Value of Training in Your Organisation



Date	(\$) Fees
10 March -14 March 2024 Kuala Lumpur	3500

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Why Choose This Training Course?

This dynamic and current course will provide you with the essential knowledge and skills to gain greater strategic value from your investment in training and development. The focus of the course will be the analysis and alignment of business objectives to create efficient systems to achieve the maximum ROI from your learning and development. You will also learn how to produce an effective business case utilizing metrics and other sources of strategic analysis. This is an essential course for those who wish to be more effective and efficient with the training budget and more strategic with training interventions.

This training course will feature:

- Dealing with issues related to the management of the training budget and the 'training spend'
- Ensuring that proposed training programmes are relevant and the business case to support planned expenditure can be made
- Practical training evaluation methodologies, systems and processes.
- Managing & leading the training function
- Essential steps to becoming a learning organisation

What are the Goals?

By the end of this training course participants will be able to:

- Examine the issues related to measuring and maximizing training ROI
- Apply the techniques training need analysis (TNA)
- Develop and propose a business case for training to meet strategic business objectives
- Prepare and an appropriate business model for training and development
- Analyze cost-benefit and return-on-investment for training and development activities

Who is this Training Course for?

This training course is suitable to a wide range of HR, L&D and Training professionals, line managers, team leaders, but will greatly benefit those who:

- have direct responsibility for the training budget within the organisation and wish to gain greater

- effectiveness and efficiency in managing this
- have a strategic overview of the business and who may also be responsible for initiating training programmes or authorizing expenditure for training and wish to gain a greater understanding of training budget formulation and ROI
- are responsible for Human Resource / Organisational Development and the planning and delivery of training programmes at a strategic level
- are responsible for the planning and implementation of training programs
- need to know about training evaluation and ROI

How will this Training Course Be Presented?

The training course will utilize a variety of adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This will include group and individual activities, case studies and practical exercises. This will be facilitated learning through direct input, discussion and encouragement to critically appraise the ideas presented. Delegates will be encouraged to interact and engage with the course by exploring, discussing and debating the findings and conclusions of group activities using their own work related experiences.

The Course Content

Day One: The Strategic Context of Training & Development

- Strategic organisational development, training and HR planning
- Business strategy: the need for long-term planning for future skills and competences
- Aligning training and development to meet business objectives
- Redefining organisational learning for your organisation
- Essential steps to becoming a learning organisation
- Developing a training and development business model to suit your organisation

Day Two: The Importance of Defining Training Needs

- Understanding the training cycle and why it matters
- Introducing Training Needs Analysis (TNA)
- The role of competencies in learning & development
- How competencies can be measured
- TNA at corporate, department, team and individual level
- Awareness of different learning styles and how to provide for them

Day Three: Evaluating Training and Outcome Metrics

- Why clear and measurable learning objectives matter
- Understanding and applying cost-benefit analysis
- How to measure training return-on-investment (ROI)
- What to measure: defining the measurement parameters and metrics
- Measuring intangible impacts: cultural, social, other
- Training budget planning and formulation

Day Four: Managing & Leading the Training Function

- The importance of leadership and how it differs from management

- The strategic management of the training function
- The concept of talent management
- Differentiating succession management & talent management
- Internal Vs external training provision
- The role of educational credentials in training and education

Day Five: The Business Case for Training, Learning & Development

- How training fits with performance appraisal
- Nationalisation issues in training and development
- Preparing the business case for an investment in training
- Presenting the business case to key stakeholders
- Personal action planning
- Course summary & review



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