




Welcome

to

State of Connecticut
Train-the-Trainer
Certificate Program

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State of Connecticut
Train-the-Trainer Certificate Program
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Module 1
Program Introduction & Overview

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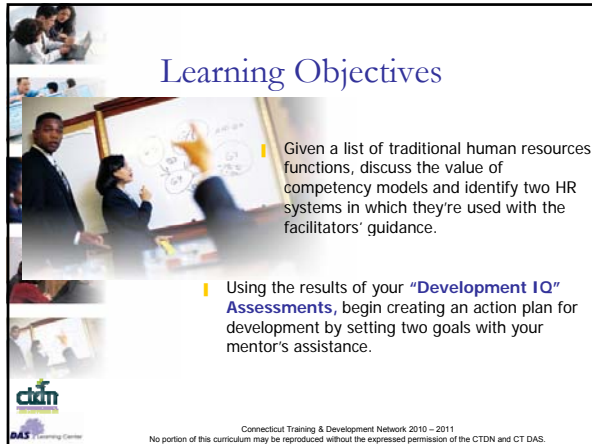


Learning Objectives

Using the participant handouts as job aids:

- describe the format of the T-the-T Certificate Program and identify three requirements with the facilitators' guidance.
- define the term competency and list two basic training competencies as identified in the Foundational Competency Assessment with assistance from participants.
- differentiate between areas of expertise and roles for learning and performance professionals and explain at least two of each with the facilitators' guidance.

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Learning Objectives

- | Given a list of traditional human resources functions, discuss the value of competency models and identify two HR systems in which they're used with the facilitators' guidance.
- | Using the results of your "Development IQ" Assessments, begin creating an action plan for development by setting two goals with your mentor's assistance.

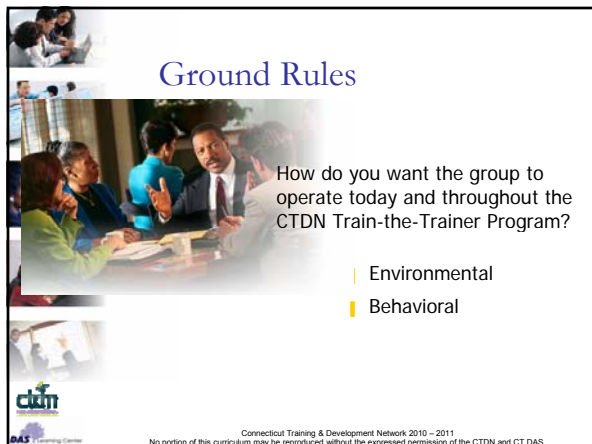
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Overview of Program

- | Certificate Program
- | Expectations – Yours and Ours
- | Attendance
- | Housekeeping

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Ground Rules

How do you want the group to operate today and throughout the CTDN Train-the-Trainer Program?

- | Environmental
- | Behavioral

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Getting to Know You

- | Icebreaker
- | Introductions
 - Name
 - Agency
 - Project Topic

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Benefits of Train-the-Trainer

- | Why take this program?
- | What's in it for your agency?
- | Application to public sector

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Competency Introduction Exercise

- | How do you define "competency?"
- | What competencies does a training/learning and performance (LP) professional need to possess for success?

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Competency Overview

- Defines the profession – strategic contribution to performance improvement (vs. training)
- Guidelines for what we need to be successful
- Broad – cover all learning and performance (LP) jobs

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Competency Overview

- Specific – requirements for some jobs in LP profession
- Comprehensive resource for individual development for all levels of professionals
- Knowledge and skill areas
 - Competencies, Areas of Expertise, and Roles

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Basic Competencies

- Knowledge, skills, abilities, behaviors, and personal characteristics needed for successful performance
- Some level of expertise is needed for job success
 - Interpersonal
 - Business Management
 - Personal

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Interpersonal Competencies

- Building Trust
- Communicating Effectively
- Influencing Stakeholders
- Leveraging Diversity
- Networking and Partnering



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Business Management Competencies

- Analyzing Needs and Proposing Solutions
- Applying Business Thinking
- Driving Results
- Planning and Implementing Assignments
- Thinking Strategically




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Personal Competencies

- Flexibility (adaptability)
- Personal Development



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Areas of Expertise Overview

- Specific technical/professional skills and knowledge
- Most LP professionals – expertise in more than one area of expertise (vs. specialist)

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Areas of Expertise Overview

- Supplement the basic competencies
- All rely on specialized technology
 - Web-based training or on-line coaching to support skill/knowledge

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Areas of Expertise

CTDN Train-the-Trainer Focus Areas

- Designing Learning
- Delivering Training
- Measuring and Evaluating
- Managing the Learning Function

CTDN T-T

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Roles in Training

- Broad areas of responsibility
- Incorporates basic competencies and expertise areas
- Demonstrated in most training, education and organizational development jobs



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Four Roles

- Learning Strategizer
- Business Partner  Not the same as job title-more flexible
Wearing different hats
- Project Manager
- Professional Specialty Expert

What roles do you play?



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Trends Affecting Training

1. We're On-line and We're Mixing It Up!
2. WBT and LMS - Only an Alphabet Away
3. Our Changing Face




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1. On-line and Mixing It Up

- On-line learning
- Blended learning
 - Face to face and online
- U-tube, Facebook, Blogging
- Wikipedia-Google-Credibility
- Multi-media usage




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2. WBT and LMS – Alphabet Soup?

- Web Based Training
 - Many Benefits and Pitfalls
 - Knowing its place and monitoring will be key
- Learning Management Systems
 - Could be key to make WBT work as well as other training mediums



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3. Our Changing Face

- Telecommuting or part-time workers (Monitoring issues, Productivity issues, Burn-out – quality of life)
- We're Shrinking (Global communication technology, Offshore outsourcing & Information Sharing)



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3. Our Changing Face - Continued


- | New workforce (Workplace diversity, new values, lifestyles, motivation, highly-skilled workers, temporary workers, aging workforce, performance consulting, personal development plans)
- | Safety and Cost



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Assess Your Trainer IQ




- | Explain assessment tool
- | ASTD link
- | Pre & post-program administration
- | Development tool

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How Did You Do?



Debrief Assessment IQ Tool

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Looking at the “Big Picture”

- Benefits of Competency Models in Training and Development Systems
 - Highlights KSAs and behaviors with most impact on effective performance
 - Assures training opportunities are relevant to business goals and long-term view of agency's needs
 - Ensures cost-effective use of training funds
 - Provides template for feedback and coaching in development discussions

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Traditional HR Functions

- Selection, Staffing, and Job Design
- Compensation and Benefits
- HR Information Systems
- Labor and Employee Relations
- Rewards and Recognition

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Learning and Performance Improvement Functions

- Delivering Training*
- Designing Learning*
- Coaching*
- Career Planning and Talent Management*

* Focus primarily on learning/development solutions as means to improving performance

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Learning and Performance Strategic Functions

- Facilitating Organizational Change
- Improving Human Performance
- Managing Organizational Knowledge
- Managing the Learning Function
- Measuring and Evaluating




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Value of Competency Models

- Recruitment & Selection
- Promotion
- Succession Planning
- Performance Appraisal
- Training & Development
- Coaching & Feedback
- Career Planning
- Credentialing Programs Foundation




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Your Project

- Project Guidelines
- Mentoring



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What Can You Do?

- Individual Development Plans


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What We've Learned

- Recap of Our Day
 - Basic Competencies & Specialty Areas
 - Roles
 - Trends
 - Technology
 - Business Impact

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Thank You

Thank you for attending this training and sharing your thoughts, ideas and insights with us today.

We were all both teachers and learners.

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