€TRAINING

Essential Skills for Effective Training
(Certified Training Coordinator)

7 - 11 October 2024
Kuala Lumpur (Malaysia)

Essential Skills for Effective Training (Certified Training Coordinator)

REF: C2117 DATE: 7 - 11 October 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5850 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.

Conference Objectives:

At the end of this conference the participants will be able to:

- 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 for training courses.
- Design and use quality documents: joining instructions, course programs, course notes, and course questionnaires.
- Write clear and concise letters and memos.
- Communicate effectively with all contacts and maintain a professional image.
- Organize work systematically on the basis of priorities.

Targeted Audience:

- Training Administrators
- Training Company Coordinators
- Training Managers' Secretaries, Training Assistants, and Course Secretaries who need to learn more about the position
- Individuals who are looking to build their confidence and contribution

Conference Outlines:

Unit 1: The Successful Training Administrator:

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

Unit 2: Establishing Training Needs:

- Identifying training needs at individual, departmental, and organizational 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.

Unit 3: 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 utilizing checklists.
- Storing information, books, videos, etc - administering access.

Unit 4: Effective Face-to-face Communication:

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

Unit 5: Personal Effectiveness and Time Management:

- Planning, prioritizing, and organizing - 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.