

# € TRAINING

Essential Skills for Effective Training  
Administration (Certified Training  
Administrator)

A photograph of four smiling professionals in a meeting. A woman in a black top and beaded necklace is in the foreground, looking towards the camera. Behind her are three other people (two men and one woman) in white shirts, looking towards the right. The background is a bright, modern office setting.

24 - 28 November 2024  
Amman (Jordan)



# Essential Skills for Effective Training Administration (Certified Training Administrator)

REF: C546 DATE: 24 - 28 November 2024 Venue: Amman (Jordan) - Fee: 3900 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:

- Gain a useful complete overview of how training departments function
- Get the very latest in innovation and practices that will add value to the training function
- Gain confidence by getting a thorough understanding of how things work and why things need to be done in a certain way
- Be equipped with the essential skills to confidently give expert support in the planning and preparation of training events

## 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 which 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:

- Maintaining records, systems, and libraries
- Assessing training records software
- Data protection implications

#### Unit 4: Organization and Administration:

- Identifying effective routines and administrative systems
- Simplifying procedures and utilizing checklists
- Storing information, books, videos, etc
- Administering access

#### Unit 5: Managing Training Events and Dealing with Suppliers:

- Identifying training needs and possible solutions
- Negotiating the best deal for your needs - promoting training activities
- Organizing travel and accommodation
- Checklists for training rooms
- Pre- and post-course administration/document design - joining instructions and course handouts
- Training evaluation - internal and external

#### Unit 6: 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 7: Personal Effectiveness and Time Management:

- Planning, prioritizing, and organizing
- Identifying and controlling time wasters
- How to increase others' confidence in you
- Meeting the expectations of your internal customers