

# € TRAINING

Essential Skills for Effective Training  
(Certified Training Coordinator)

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 blurred office setting. A large blue curved graphic element is overlaid on the top and right sides of the image.

23 - 27 December 2024  
Kuala Lumpur (Malaysia)



# Essential Skills for Effective Training (Certified Training Coordinator)

REF: H242 DATE: 23 - 27 December 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 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.

## Course Objectives:

At the end of this course 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

## Course 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.