

# CTDN Train-the-Trainer

Certificate Program



## Module 1 Introduction & Overview



# *Welcome* to Train the Trainer

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Connecticut Training & Development Network  
and  
Department of Administrative Services



## Learner's Notes

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# Train the Trainer

Module 1 Program Introduction & Overview



**DAS** Learning Center

Connecticut Training & Development Network

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# Learning Objectives

Describe the format and requirements of the T-the-T Certificate Program



Discuss competencies, areas of expertise and roles for learning and performance professionals



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# Learning Objectives

Discuss the value of these as they relate to human resource systems



Assess your "Development IQ"

- Foundation (basic) competencies
- Areas of expertise related to training and development
- Create an action plan for development



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# Overview of Program

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- || 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

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Find your match



Introductions

- Name
- Agency



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# Competencies 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

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- ‡ 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



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# Basic Competencies

Includes definition and list of key actions for each

## Categories

- 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

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- 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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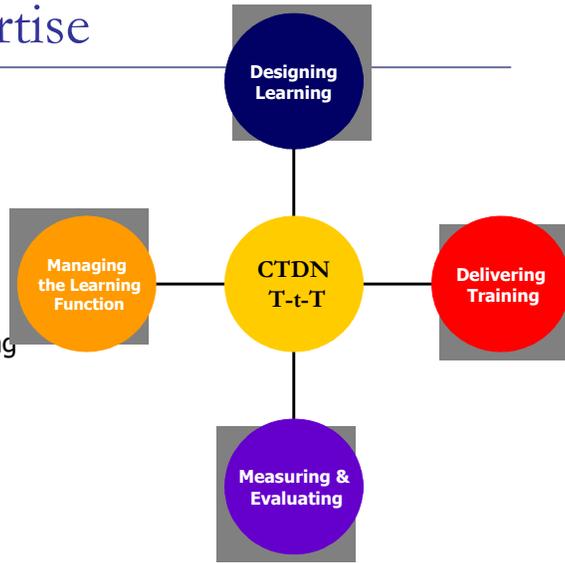
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# Areas of Expertise

CTDN Train-the-Trainer  
Focus Areas:

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



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# Areas of Expertise



Need to stay current and develop knowledge and skills in using learning technologies

- New modes of delivery
- New ways to use learning for performance improvement



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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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# Roles in Training



- ⋮ Not same as job title – more flexible
- ⋮ “Wearing Different Hats”
- ⋮ What roles do you play or could you foresee playing?



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## Four Roles

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- || Learning Strategizer
- || Business Partner
- || Project Manager
- || Professional Specialty Expert



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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. Life or Work?
4. We're Shrinking!
5. Our Changing Face
6. Performance Consulting
7. 360 degrees – don't turn around!
8. Safety First & Cost



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# 1. On-line & Mixing It Up



- On-line learning is a fast growing trend. Products & Companies abound but, buyer beware – all are not equal
- Multi-media is still in vogue. Variety and attention to innovation and creativity seem to be a hit – just don't over do it!



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## 2. WBT & LMS – alphabet soup?



- Web Based Training - there are many benefits. There are also, pitfalls. Knowing it's place and monitoring will be key
- Learning Management Systems may just be the key we need to make WBT work as well as other training mediums



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### 3. Life or Work?

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- || As technologies expand – rules need to be set – who is going to draw that line?
- || More telecommuting or part-time workers
- || Monitoring issues
- || Productivity issues
- || Burn-out – Quality of Life



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## 4. We're Shrinking!

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- ⋮ Global communication technology – increased interdependence and worldwide competition
- ⋮ Offshore outsourcing to stay competitive – lower labor cost and high education levels
- ⋮ Information sharing – many languages/cultures – global cooperation



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## 5. Our Changing Face

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- ⋮ Increased workplace diversity – new values, lifestyles, attitudes, and motivation to work
  - Increases in Hispanic and Asian population
- ⋮ How do we apply learning to this diverse pool of people so that we can move forward in a united direction?



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## 5. Our Changing Face - continued



- || More temporary workers
- || Higher demand for highly-skilled workers
- || Aging workforce – more retirees, less experienced workers
- || More retirees will continue to work



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## 6. Performance Consulting



- Customization – customization!
- We need to make products that fit for a particular groups needs
- Goals and objectives are set to be achieve with each training program



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## 7. 360 degrees – don't turn around!

- Increased integration of learning and work – how that fits into performance
- Personal development plans
- Reviews from many directions



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## 8. Safety First & Cost

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- ⋮ Concerns about safety of workforce
- ⋮ More employee monitoring and screening
- ⋮ Travel concerns – more teleconferencing, video-conferencing, and web seminars – rising cost of travel – even down the road



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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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## Why Take This Program?

- || Model continuous learning via professional development
- || Provide ideas for your individual development plan
- || Understand the “big picture fit” – workplace learning and performance, human resource management, and other agency operations



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## Why Take This Program?

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- || Earn respect for your expertise
- || Improve service to your customers and colleagues



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# What's In It for the Agency?

- ┆ Driving Business Performance
  - Customized training
  - Staff aligned with company mission
  
- ┆ Business Strategy Supported by Technology
  - Cutting edge



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## What's In It for Agency?

- Traditional HR and organizational disciplines and areas of expertise aligned with business strategy for success
- Training professionals incorporate solutions from other disciplines to maximize value to agency



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# Looking at the “Big Picture”

## Benefits of Competency Models in Training and Development Systems

- Highlights KSAs and behaviors with the 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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# Value of Competency Models

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



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# What We've Learned

## Recap of Our Day

- Basic Competencies and Specialty Areas
- Roles
- Trends
- Technology
- Business Impact



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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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# What Can You Do?

- Individual Development Plans
- Mentors



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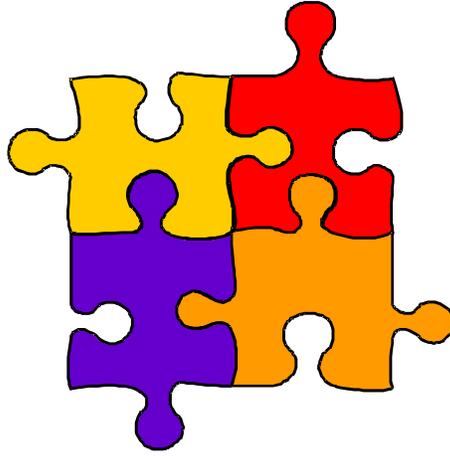
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# It's Time to Scrabble!

Let's put it  
All  
Together!



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# Thank You

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- ⋮ Please submit your evaluation forms before you leave.
- ⋮ Your feedback is important to us!



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