



# Learning & Development Management

Enhance Organizational Performance through Learning

Course Level:

Basic ☐

Intermediate ☒

Advance ☐

April 16-17, 2018 - Lahore | April 19-20, 2018 - Karachi | 9:00 to 5:00pm

## Course Overview

This program will help participants develop their role as learning professional, in ensuring their capability to bring positive change in the organization, by exploring why 80% of training programs fail and why a team is required for success. It will help define performance change using the Kirkpatrick Model to align learning & development with the overall organizational goals by using the Return on Expectations model.

The workshop takes participants through a complete process that analyses the change required by an individual to improve performance within the team, identify the root cause of performance issues, gain buy-in from stakeholders and provides learning opportunities that are important to the learners

## Agenda

### Module 1: Foundation of Organizational Learning

- Culture and Context, Getting the Process Right, Delivering Change through Effective Relationships

### Module 2: Tools to Support Learning Needs Analysis

### Module 3: Managing a Learning Solution

### Module 4: Validation and Evaluation

### Module 5: The Numbers Game

## Who should attend?

- Head of HR & OD
- Head of Learning Centres
- General Managers
- Training Managers
- HR & OD Specialists
- HR Business Partners & HR Analysts

## Key Benefits

- **Recognize** the key concepts of both personal and organizational learning to deliver performance improvements
- **Analyse** and advise operational managers on how learning solutions will improve their departmental performance
- **Identify** the key activities of the learning professional as an agent of change
- **Develop** an action plan to develop yourself as learning professional
- **Analyse** learning needs, plan learning solutions, organize delivery, and control the learning budget



Facilitator:

**Ian Thomson**

L&D Expert, UK

- CEO, Leadership International Limited
- Certified Change Practitioner
- PG Diploma in Training Management – Strathclyde Graduate Business School
- Member of the Institute of Chartered Accountants of Scotland
- Member of the Association of Project Managers: APMP
- Fellow of the Institute of Leadership and Management



## For Registration & Details:

Karachi: 021-34520093, 34547141, 34520708

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## Course Agenda

### Day One

#### Module 1: Foundation of Organizational Learning

##### Module 1 (a): Culture and Context

- Role as a Learning Professional
- Purpose of the Learning and Development process

##### Exercise: Creating Your Value Proposition

- Big picture: The 70:20:10 Model for Learning and Development
  - The 70:20:10 Model (Video)
  - Application of the 10:20:70 process to make the learning stick
  - Experiential Learning
- Little Picture: The 7 Steps Change Process
  - Building stakeholder alignment
  - Assessing the Impact
  - Change Readiness
  - Coaching as a Key to Success

##### Exercise: Ensuring change is sustained in the workplace

##### Module 1 (b): Getting the Process Right

- Learning is not Performance – Changing the Paradigm
- Creating a Learning Program for “Scotia Production Limited”
  - Case Study
    - Alignment with the Business
    - Analysis and Measurable Results
  - Using the Kirkpatrick Model
  - Using the Gilbert Behavioural Engineering Model to define the Root Cause of the Problems and whether Learning alone will Deliver Results
- Delivering Results
  - Case Study Part 2
  - Defining Performance Results or Expectations
  - Setting the Critical Behaviours that will Deliver the Required Performance in the Workplace
  - Setting Learning Objectives
- Defining Measurable Performance Criteria

##### Exercise: Complete the Behavioral Styles Questionnaire

### Day Two

#### Module 1 (c): Delivering Change through Effective Relationships

- Exploring Issues
  - Building Rapport
  - Listening and Questioning
  - Defining Outcomes at Four Levels
  - Exercises

##### Exercise: Creating a Conversation with Key Stakeholder

- The Engagement Process – Gaining Commitment of Learners and Leaders
- Application of Tools to Measure Challenges and Success
  - Profiling Tools and Techniques
  - Focused 360 Analysis
  - Interviews, Facilitated Events and Surveys
  - Performance Management

#### Module 2: Tools to Support Learning Needs Analysis

- Review of Methods to Define Learning Requirements
- Using Behavioral Competency Frameworks
- Culture, Engagement and Leadership

#### Module 3: Managing a Learning Solution

- The Kolb Learning Cycle
- The Scotia Production Limited **Case Study**

#### Module 4: Validation and Evaluation

- Return on Expectations
- Return on Investment
- Bridging the Learning into the Organization
  - Scotia Production Limited **Case Study**
  - Building Meaningful Commitment to Learning Success
  - Tools and Techniques

#### Module 5: The Numbers Game

- Setting the Departmental Budget
- Budget Management
- Variance Analysis

#### Test and Program Review

This program has Level 2 and 3 assessments and to that effect, all participants are expected to complete a multiple choice test and a plan of action for installing change in their organization.

#### PROGRAM INVESTMENT

PKR **70,000/-** +SST/PST per participant

#### FEE INCLUDES:

Course material, certificate of attendance, lunch, refreshments & business networking

**NOTE:** Full Payment must be received in Advance to Confirm Registration.

Send your cheque in favor of **Octara Private Limited**

To: **Umair Tariq**, Admin & Accounts Executive

Octara Private Limited - 1/E-37, Block-6, P.E.C.H.S., Karachi.

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#### 3 Easy Ways to Register



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