Haward Technology Middle East

COURSE OVERVIEW HM0060
Training Effectiveness: *Measures and Measurements*

Course Title
Training Effectiveness: *Measures and Measurements*

Course Reference
HM0060

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Date/Venue

Session(s)	Date	Venue
1	February 25-29, 2024	Kizkulesi, Crown Plaza Istanbul Asia Hotels & Convention Center, Istanbul, Turkey
2	March 03-07, 2024	The Mouna Meeting Room, The H Dubai Hotel, Sheikh Zayed Rd - Trade Centre, Dubai, UAE

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

The course participants will familiarize themselves with training as a human resource management development system, and additionally acquire knowledge in the measurement mechanisms of the training effectiveness in terms of the return value on the investment in people development in general and training in particular.

The course participants will review the various training and development tools such as competence level of mastery, self-development, potential assessment, testing, and career progression, and carry out a thorough analysis of the methodologies, measurement techniques and applications of each tool, and the inter-relationships that tie all these tools together.

This course will address various measurement concepts, methodologies and applications, through a review of the associated theories and practices such as benchmarking and the Kirkpatrick 4-level model. The participants will explore the value and add-value principle and come to grips with the concept of tangible and intangible assets. The course participants will appreciate the linkage between training and development on one hand and other contributing and/or limiting factors such as morale, motivation and commitment and knowledge management on the other.

The course contents will address the human resource scorecard and human asset accounting in terms of purpose, elements and implementation as two of the measures of the effectiveness of training.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on training effectiveness through various measures and measurements

- Discuss the human resource management systems and development

- Define training, career development, adult learning/training and analyze the concept of knowledge management

- Differentiate the interrelationship between training regarding the manpower strategy, potential assessment, culture and work environment, self development, career management and performance management

- Identify intelligence through measurement/quotients and components

- Analyze budgeting for training, measurement approaches, the value creation and the value adding

- Assess methodologies and formulae through feedback analysis and return on investment

- Distinguish measurement tools and techniques and exercise the components of training effectiveness

- Employ the implementation plan properly

Who Should Attend

This course covers systematic techniques and methodologies on training effectiveness, measures and measurements for human resource staff in general and training professionals in particular, in both technical and non-technical functions such as managers, superintendents, heads of departments, team leaders, and organization development specialists who deal with human resource development issues. The course will be additionally of value to staff in support or advisory functions in areas such as training management, manpower planning, career development, human resource budgeting and cost control, competence assessment and organizational audit.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations

- The International Accreditors for Continuing Education and Training (IACET USA)

    Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

    Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

    Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

    Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Eric Matthews is a **Senior HRD Management Consultant** with over **35 years** of extensive experience. His expertise includes **Human Resource Management** (**HRM**), **Human Resource Development** (**HRD**) **Training**, **Quality Management System** (**QMS**), **Change Management**, **Project Management**, **Contract Management**, **Business Management**, **Time Management**, **Performance Management**, **Negotiation & Presentation Skills**, **Supervisory & Management Skills**, **Coaching & Mentoring** and **Strategic Decision Making**. Moreover, his experience includes Construction Safety (STOP), Process Safety Management (PSM), Risk Management, Marine Risk Assessment, ISO 14001 (2004) Lead Auditor, OSHA, SHEQ, Industrial Hygiene, Confined Space Entry, Fall Protection, Work Permit & First Aid, Forklift Operations, Accident & Incident Prevention, Site Inspection, HSE Leadership, Safety Attitude and Industrial Plant Safety as well as Pneumatic, Control Systems and Logic Boards. He is currently the **Managing Director** of **Ken Matthews & Associates Training Consultancy**. Further, he is a **Registered** and **Certified Trainer**, **Assessor**, **Moderator**, **Verifier** and **Program Designer & Developer** as well as an **Authorized Accreditation Advisor**.

During Mr. Matthews' career life, he has shared his knowledge and practical expertise through the continuous and numerous trainings internationally. He started his profession from various challenging positions such as the **Tooling Engineer**, **Mechanical Technician**, **Sea Going Engineer**, **Safety Officer**, **Senior Lecturer/Professor**, **College Mentorship Programme Head**, **Curriculum & Project Designer**, **Learning Material Developer**, **Management Consultant**, **Trainer & Assessor** and **Moderator** & **Verifier**.

Mr. Matthews has a **Bachelor**'s degree in **Industrial & Organizational Psychology** with **Honours** (**Cum Laude**). Further, he is a **Certified Instructor/Trainer**; a **Certified Trainer/Assessor** by the **City & Guilds of London Institute**; a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**); a **Registered SETA Assessor/Moderator/Skills Coach** and an active member of the British Institute of Works Managers and British Institute of Personnel Managers and delivered innumerable trainings, courses, seminars and workshops worldwide.

Course Fee

Istanbul	**US$ 6,000** per Delegate + **VAT**. This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0745	*Registration & Coffee*
0745 – 0800	*Welcome & Introduction*
0800 – 0815	**PRE-TEST**
0815 – 0845	**A Review of Human Resource Management Systems**
0845 – 0930	**What is Human Resource Development?** *Philosophy • Application Methodologies*
0930 – 0945	*Break*
0945 – 1100	**What is Training?** *Rationale • Purpose & Objective • Approaches • Process • Myths & Tips • Needs Analysis • Tools & Methodologies*
1100 – 1215	**What is Career Development?** *Progression • Laddering • Fast-tracking • Advancement • Models • Planning, etc.*
1215 – 1230	*Break*
1230 – 1330	**The Concept of Knowledge Management** *Tangibles • Intangibles • Technology Application*
1330 – 1420	**Adult Learning /Training** *Styles • Paradigms & Mindsets • Motivation*
1420 – 1430	**Recap**
1430	*Lunch & End of Day One*

Day 2

0730 – 0930	**The Interrelationship Between Training** *Manpower Strategy • Potential Assessment • Culture & Work Environment • Self Development • Career Management • Performance Management*
0930 – 0945	*Break*
0945 – 1100	**Case Study/Exercise**
1100 – 1215	**Intelligence** *Measurement/Quotients • Components*
1215 – 1230	*Break*
1230 – 1420	**Case Study/Exercise**
1420 – 1430	**Recap**
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	**Budgeting for Training** *Components • Cost Elements • Cycle Estimation Techniques • Ratios & Percentages • Cost Versus Investment • Centralization Versus Decentralization*
0830 – 0900	**Case Study/Exercise**
0900 – 0915	*Break*
0915 – 1015	**Measurement Approaches** *Financial: Hard and Soft Assets • Non-Financial: Human Assets*
1015 – 1045	**Case Study/Exercise**
1045 – 1130	**The Value Creation & the Value Adding**
1130 – 1215	**Case Study/Exercise**

1215 – 1230	*Break*
1230 – 1420	***Assessment Methodologies & Formulae*** *Feedback Analysis • Return on Investment*
1420 – 1430	***Recap***
1430	*Lunch & End of Day Three*

Day 4

0730 – 0930	***Measurement Tools & Techniques*** *Validation • Evaluation • Testing • Competence: Job & Personal Profiles • Productivity*
0930 – 0945	*Break*
0945 – 1020	***Case Study/Exercise***
1020 – 1100	***The Components of Training Effectiveness - Part I***
1100 – 1215	***Case Study/Exercise***
1215 – 1230	*Break*
1230 – 1330	***The Components of Training Effectiveness - Part II***
1330 – 1420	***Case Study/Exercise***
1420 – 1430	***Recap***
1430	*Lunch & End of Day Four*

Day 5

0730 – 0930	***The Components of Training Effectiveness - Part III***
0930 – 0945	*Break*
0945 – 1100	***A Total Review of Course Themes***
1100 – 1215	***Summary of Learning Points***
1215 – 1230	*Break*
1230 – 1345	***The Personal Implementation Plan***
1345 – 1400	***Course Conclusion***
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions
This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator
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