

Training Manager - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

Thoroughly understands the role and function of training for the organization

Knows how to design training programs: behavioral objectives, delivery methodology, testing methodology, learner involvement, sequential learning matrix

Understands the organization philosophy, mission statement, goals, objectives, and strategic business plan, and how training fits into the overall scheme of things

Knows the principles of training and learning; knows how to apply them in a variety of situations

Can deliver training programs, but understands this is not the core job function

QUALITY OF WORK:

Investigates availability of training programs (i.e., industry, local, vendor) before custom designing programs for the organization: Serves as valuable information resource to departments and divisions

Designs customized training programs, as necessary, including lesson plans, all delivery methodology and visual aids, as well as a Learners Handbook, and Instructors Outline.

Evaluates all training programs from the students perspective and implements improvements to ensure training programs are continuously being improved

QUANTITY OF WORK:

Conducts a periodic survey (at least annually) of all departmental training needs and specifies which training programs are already available, which ones need to be created, and which could only be satisfied through external resources

Schedules training programs for various departments; assists person conducting the training with visual aids, methodology, testing and related matters

Provides the meeting planner function for the organization for all training events: room arrangements, refreshments, speakers, visual aids, handouts, theme, control of events.

COOPERATION/RELATIONSHIPS:

Works as an important team player throughout the entire organization

Understands the importance of scheduling workers as well as training them; helps supervisors to strike a good balance between on-the-job activities and time away for training sessions

Relates well with all staff regardless of rank or position

PROBLEM ANALYSIS:

Maintains statistical and other data on the frequency and effectiveness of training programs and training problems:

Works cooperatively with supervisors to resolve problems that can be solved through new or remedial training

Changes training methods to reflect changing needs of employees

Investigates requests for training needs to determine if problem is a training problem or some other problem that more training would not resolve: Suggests appropriate solution