

# Friesen, Kaye and Associates



**Friesen, Kaye and Associates**  
The Experts in Knowledge Transfer  
and Workplace Performance

## Managing the Learning Organization

As a learning leader, you need to identify the critical components and strategies that will produce the most effective learning initiatives for your current business needs. In this highly interactive program you will examine common characteristics of High Performance Learning Organizations and build a Best Practices portfolio that will ensure measurable results when you return to work.

This program is facilitated by Michael Nolan, President of FKA, or a senior staff member with executive learning management experience.

### Who Should Attend?

- Learning managers and directors, managers of human resources, and line managers who are responsible for the planning, design and delivery of learning.
- Anyone with budget responsibilities for learning, whether you have limited or extensive experience in the learning field.

### Key Benefits

1. Benchmark your learning organization against Fortune 500 companies and High Performance Learning Organizations.
2. Identify tactics to increase senior management support for the value of your learning organization.
3. Review industry-approved competencies to select and develop your learning professionals.
4. Develop strategies that will maximize learning and improve job performance.
5. Build a list of Best Practices that you will be able to use immediately back on the job.
6. Take home a comprehensive manual, packed with job aids, checklists, decision tables and reference materials that address your key challenges.

### Post-Learning Sustainment

As a participant in an FKA program, you are entitled to complimentary Post-Learning Sustainment:

- **Transfer Strategy:** one-hour online, live-facilitated coaching session (2-3 weeks post program) to maximize and reinforce learning.
- **One-Year Hotline:** connect with our experts to discuss your learning initiatives, lessons learned, successes, challenges and best practices.

*"Top notch delivery. Excellent materials and handouts. Plenty of networking opportunities plus opportunities to tie concepts to own business."*

*C Serroul, John Deere*

## Objectives

Upon successful completion of this program, you will be able to:

- Identify roles and responsibilities in the learning organization in order to establish the required partnership between learning and performance improvement professionals and line managers.
- Examine the instructional design and development cycle to ensure performance-based learning is achieved.
- Analyze performance problems in order to identify learning and non-learning needs.
- Link learning initiatives to business needs.
- Examine the components of a learning strategy plan.
- Plan and manage learning budgets and initiatives.
- Use cost methods for evaluating learning investments, including ROI.
- Select and manage external resources.
- Staff, manage, assess and develop internal learning resources.
- Examine critical components of effective learning implementation.
- Identify evaluation strategies for measuring the effectiveness of learning initiatives.
- Reinforce and integrate learning transfer and post learning program support.
- Examine the key challenges facing the learning manager.

## Agenda

### Day One

- Introduction
  - Key Issues
  - Objectives
  - FKA Methodology
- Changing/Evolving Roles
  - Approaches
  - Consulting Roles
- Integrating to Business Needs
  - Needs
  - Questions
- Identifying the Customer
  - Characteristics
  - Influences
- Adding Value
  - Defining Value-Added Services
  - Executive Business Measurements
- Performance Analysis
  - Collecting Information
  - Analyzing Cause/Solutions
- Transfer of Learning
  - Importance
  - Definition
  - Barriers
  - Transfer Partnership
  - Action Planning
- Conclusion

### Day 2

- Needs Identification
  - Key Issues
  - Tentative Learning Plan
- Systematic Learning Process
  - Decision/Delivery Implications
- Instructional Strategies
  - Framework
  - Delivery Options
  - Implications
- Performance Indicators
  - Measurements
  - Accessibility
- Selecting/Managing Resources
  - Internal
  - External
- Learning Styles
  - Preferences
  - Implications for Learning Strategies
- Implementation
  - Challenges
  - Action Planning
- Cost Analysis
  - Key Components
  - ROI Issues
- Evaluation
  - Rationale
  - Measurement
  - Tools
- #1 Challenge
  - Action Planning
- Conclusion and Wrap Up
  - Where do we go from here?