

Friesen, Kaye and Associates



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The Experts in Knowledge Transfer
and Workplace Performance

Managing the Learning and Development Organization Online Program

Facilitated Virtually

As a learning and development 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, 5-session, virtually facilitated, 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.
- Describe a workflow process to convert a traditional classroom program to the virtual classroom.
- Identify key criteria to assess instructional design of a current face-to-face program for conversion.

Agenda

Session 1 - Foundations

- Welcome, Introductions, Objectives and Ground Rules
- Pandemic and L&D
- High Performance Learning Organizations (HPLO)
- 2021 State of the Industry Report
- The Work Environment
- Performance Factors
- Learning and Performance Consultants
- Consultant Roles
 - Identifying the Client
 - Three Consulting Roles

Assignments

Session 2 - Performance Analysis

- Consulting Roles/Styles
- Types of Work
- Business Case Review and Key Questions
- Integrating Learning to Business Needs
- Executive Business Measurements
- Learning Organization Report Card / Establishing Value
- Performance Indicators

Assignments

Session 3 - Needs Identification

- Review
- Needs Identification & Analysis
 - Data Collection Methods
 - Levels of Data
 - Decision Table
 - Is there a Performance Gap?
 - Possible Causes and Solutions
- Model of Performance
 - Characteristics and Parameters

Session 3 continued ...

- Design and Development
 - Types and Components of Objectives
 - Systematic Learning Process
 - Adult Learning Principles
- Learning Styles

Assignments

Session 4 - Design & Development

- Review Session 3
- Assignment: Project Planning Checklist
- Design Cont'd
 - Instructional Strategies
 - Retention
 - Converting to the Virtual Classroom

Assignments

Session 5 – Evaluation

- Review Session 4
- Assignments
- Delivery
 - Developing Excellent Instructors
 - Competencies
- Transfer of Learning
- Evaluation
- Action Plan
- Expectations
- Wrap Up

*Note: each virtual session is approximately 2-2.5 hours long.