

## **Training 911 for Tough Times:**

**Reduce Variation in Training Outcomes,  
Conform to the Letter and Spirit of ISO 9001:2000,  
and Build Objective Evidence that Your Training Programs are Effective**

A ½ day Training Workshop

Deliver the right training...  
    To the right employees...  
    To produce the right business impact.

### Who Should Participate?

This workshop is designed for training coordinators, human resource managers, quality managers, and staff who support training activities; primarily in manufacturing environments.

### What Will Participants Learn?

- ✓ A framework for creating training that performs well.
- ✓ Techniques for evaluating training.
- ✓ Ways to distinguish training from non-training needs.
- ✓ How to link training with on-the-job performance.
- ✓ Ways to focus training on results.
- ✓ Techniques to ensure successful, sustained, training transfer.
- ✓ How to manage the training process efficiently.
- ✓ Ways to apply “lean” practices to training development and delivery; adopting training practices that create value, eliminate waste, and reduce costs.

### What's in it for You?

- ✓ Develop superior training programs.
- ✓ Apply a reliable, versatile, training development framework.
- ✓ Produce objective evidence that your training is effective.
- ✓ Establish a charter for your training organization.
- ✓ Protect training programs from company cost cutting.
- ✓ Earn continuing education credit hours. Many professional certification programs allow you to claim credit for participating in seminars, workshops, and forums. Course duration is approximately 3.5 hours.

## Workshop Outline

- ISO 9001:2000 human resource requirements.
- A proven framework for training program evaluation. Includes explanation of principles, instruments, and related metrics.
- Guidelines for determining training return on investment.
- Techniques for transforming the evaluation framework to create a training development framework.
- Applying “lean” practices to training development and delivery.
- Tips for evaluation instrument design.
- Putting it all together – a case study.
- Techniques for achieving sustained skill transfer to the job.
- A framework for ensuring complete training participation.
- A charter for your training department.
- Summary, conclusions, and next steps for you.

## Here's What Others Have Said About This Program

- “Great hand-outs.”
- “Enthusiasm for subject much appreciated. Thanks for the sample forms!!!”
- “Very Practical & Useful.”
- “Fantastic Material! Great example of expanding “quality” past its traditional applications.”
- “Doug is an excellent speaker. I thought the subject matter was very useful and I am excited to try to apply it.”
- “Well prepared and clear delivery by presenter. A unique-analytical approach to a sometimes “soft” topic.”
- “Very relevant. Our own Education courses should do this.”

## Your Presenter...



Doug Hagy, Principal Consultant at Twin Lakes Consulting Corporation, is a seasoned management consultant with recognized expertise in automated systems and development of effective employee training programs.

Hagy is an ASTD Certified Professional in Learning and Performance. He is also an ASQ Certified Quality Auditor.

Hagy serves on the Executive Committee of the ASQ Pittsburgh Section. He teaches Operational Excellence at Saint Vincent College, Latrobe, PA. He holds a B.A. in Business Administration from Westminster College and an M.B.A. from Bowling Green State University.

***Call Toll Free Today for Scheduling and Fee Info!***  
**888.894.TWIN(8946)**