Western Technical College

10154158 Training and Development

Course Outcome Summary

Course Information

Description	Students will examine and utilize the steps involved in the training process. Emphasis will be spent on the Brain-based Learning process. Students will plan, prepare and deliver training sessions along with developing training manuals and user documentation. Under instructor supervision, students will also complete a training field study.
Career Cluster	Information Technology
Instructional Level	Associate Degree Courses
Total Credits	3
Total Hours	72

Pre/Corequisites

Prerequisite	10154121 Advanced Business Applications (OR) 10154102 Software Apps for Business

Textbooks

No textbook required.

Success Abilities

1. Cultivate Passion: Enhance Personal Connections
2. Cultivate Passion: Increase Self-Awareness
3. Live Responsibly: Foster Accountability
4. Refine Professionalism: Participate Collaboratively
5. Refine Professionalism: Practice Effective Communication

Experiential Learning

1.   Community Based Learning Project: a key learning outcome of this course is to connect academic learning and civic development while simultaneously addressing a community partner's needs, interests, or problems.

Program Outcomes

1.   Manage software

2.   Provide end user support

Course Competencies

1.   Examine training process.

Assessment Strategies
1.1.   Labs
1.2.   Presentation
1.3.   Written paper

Criteria

You will know you are successful when

1.1.   you define role of the trainer and learner.
1.2.   you analyze training processes used within organizations.
1.3.   you interview a technical trainer.
1.4.   you conduct a need analysis.

Learning Objectives
1.a.   Explain relationship of training department as it relates to other departments within an organization.
1.b.   Identify need, purpose, and goals for training.

2.   Integrate brain-based learning strategies.

Assessment Strategies
2.1.   Labs
2.2.   Presentation
2.3.   Self-assessment
2.4.   Project

Criteria

You will know you are successful when

2.1.   you identify brain-based elements in the learning process.
2.2.   you research elements of brain-based learning techniques.
2.3.   you create presentation on how brain-based techniques impact learning.
2.4.   you develop handout material on specific brain-based element assigned.
2.5.   you incorporates brain-based learning elements to their training project.
2.6.   you write school reflection paper relating to instructional methods used during school years and the impact it made on their learning.

Learning Objectives
2.a.   Identify elements of brain-based learning process.
2.b.   Create a positive, brain friendly learning environment.
2.c.   Analyze visual, auditory, and kinesthetic learning strategies.
2.d.   Examine impact of music with learning.
2.e.   Explore multiple intelligences.
2.f.   Assess behaviors of creative and higher level learning.

3.   Explore project management.

Assessment Strategies

3.1. Project

Criteria

You will know you are successful when

3.1. you select a project start date.
3.2. you apply a project schedule.
3.3. you document summary and subtasks that need to be completed in a project.
3.4. you create task dependency links.
3.5. you document project work resources and material resources with costs.
3.6. you track the progress of a project.
3.7. you analyze the variances of actual to plan.

Learning Objectives

3.a. Select project schedule.
3.b. Apply project calendar.
3.c. Identify tasks.
3.d. Select dependency links.
3.e. Identify project work and material resources with associated costs.
3.f. Analyze variances of actual to plan.

4. Plan training sessions.

Assessment Strategies

4.1. Labs
4.2. Project

Criteria

You will know you are successful when

4.1. you establish scope for training project.
4.2. you develop learning objectives.
4.3. you create an outline.
4.4. you develop a registration system including confirmation letter.
4.5. you identify instructional methods.
4.6. you establish a creative title.
4.7. you create a flyer.
4.8. you advertise a training project.

Learning Objectives

4.a. Choose training session timetable.
4.b. Develop learning objectives.
4.c. Compose training outline for training project.
4.d. Implement marketing plan for training session.
4.e. Develop training registration system.

5. Evaluate participants.

Assessment Strategies

5.1. Lab
5.2. Project

Criteria

You will know you are successful when

5.1. you develop a questionnaire to gather participant information.
5.2. you review participant information in order to prepare for training.

Learning Objectives

5.a. Write participant questionnaire.
5.b. Tabulate participant information.
5.c. Analyze participant information.

6. Develop training materials.

Assessment Strategies

6.1.   Labs
6.2.   Project

Criteria

You will know you are successful when

6.1.   you summarize use for various types of training material.
6.2.   you compare format and professionalism of training materials.
6.3.   you create handouts related to training content.
6.4.   you develop labs to use when training.

Learning Objectives
6.a.   Summarize types and uses of training material.
6.b.   Create handouts for training session.

7.   Write a user training manual.

Assessment Strategies
7.1.   Labs
7.2.   Project

Criteria

You will know you are successful when

7.1.   you explain documentation process.
7.2.   you identify common writing errors within documentation.
7.3.   you review user manuals for professionalism and formatting.
7.4.   you explore Microsoft Word and Help & Manual software as a documentation tool.
7.5.   you utilize application software to write user manual.
7.6.   you include bibliography, title page, table of contents, multiple headers and footers, page numbers, print screens, and automatic bullets/numbering in training manual.

Learning Objectives
7.a.   Explain the documentation process.
7.b.   Identify common errors when writing technical documentation.
7.c.   Utilize Microsoft Word or Help & Manual to develop training manual.

8.   Facilitate training sessions.

Assessment Strategies
8.1.   Labs
8.2.   Project
8.3.   Self Assessment
8.4.   Skill Demonstration

Criteria

You will know you are successful when

8.1.   you assess various delivery methods that can be used during a training session.
8.2.   you incorporate content-related openers, closers and learning activities into training project.
8.3.   you demonstrate effective presentation skills for training.
8.4.   you critique training session.
8.5.   you deliver portion of training session for class to critique.
8.6.   you make adjustment to training based on class and self evaluation.

Learning Objectives
8.a.   Assess training delivery methods.
8.b.   Incorporate content related openers, closers and learning activities into each training session.
8.c.   Demonstrate effective presentation skills.
8.d.   Critique presentation style.
8.e.   Modify training.

9.   Evaluate the training.

Assessment Strategies
9.1.   Labs

9.2.　　Project

Criteria

You will know you are successful when

9.1.　　you explain four levels of evaluation.
9.2.　　you explore ways to assess participants to ensure they gained the learning objectives established for the training.
9.3.　　you create feedback form that evaluates content, trainer, user manual, and environment.
9.4.　　you have participants in training session complete feedback form.
9.5.　　you review data collected from participants and adjust training when needed.

Learning Objectives

9.a.　　Explore assessment techniques used to monitor learner performance.
9.b.　　Assess learner performance.
9.c.　　Prepare feedback forms.
9.d.　　Analyze training based.

10. Synthesize training-related considerations.

Assessment Strategies

10.1.　　Labs
10.2.　　Project

Criteria

You will know you are successful when

10.1.　　you develop a training project plan.
10.2.　　you write a training proposal.
10.3.　　you create Excel worksheet documenting costs for training session.
10.4.　　you summarize strategies for getting management to support training.

Learning Objectives

10.a.　　Conduct cost analysis for training session.
10.b.　　Write a training proposal.
10.c.　　Design a training project plan.
10.d.　　Obtain support of management.

11. Practice servant leadership.

Assessment Strategies

11.1.　　Skill Demonstration

Criteria

You will know you are successful when

11.1.　　you actively listen and respond to the participants.
11.2.　　you deliver a high quality level of training.
11.3.　　you respond to the needs of all participants with respect.
11.4.　　you have good anticipation of what participants wanted and needed to learn.
11.5.　　you help others in this course to grow by providing constructive feedback.

Learning Objectives

11.a.　　Identify how to utilize the skills of a servant leader to anticipate the needs of all participants.
11.b.　　Demonstrate servant leadership skills while facilitating training.