



The Value of Training

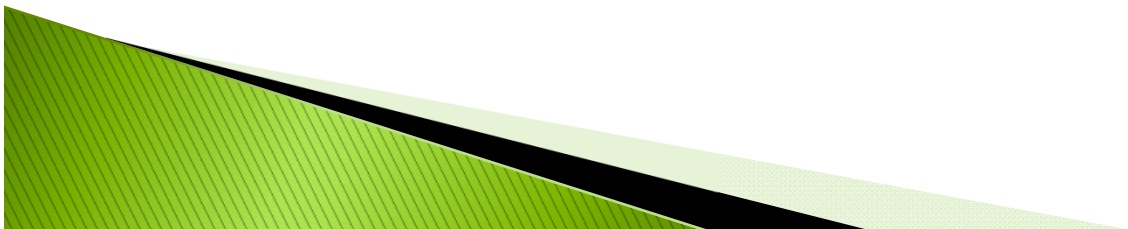
Terrence McCleary





Terrence McCleary

- ▶ Instructor for 7 years
 - Microsoft Certified Instructor
 - Microsoft Office, SharePoint, Adobe



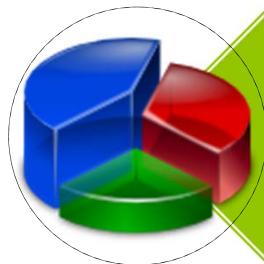
Topics



Training Methods



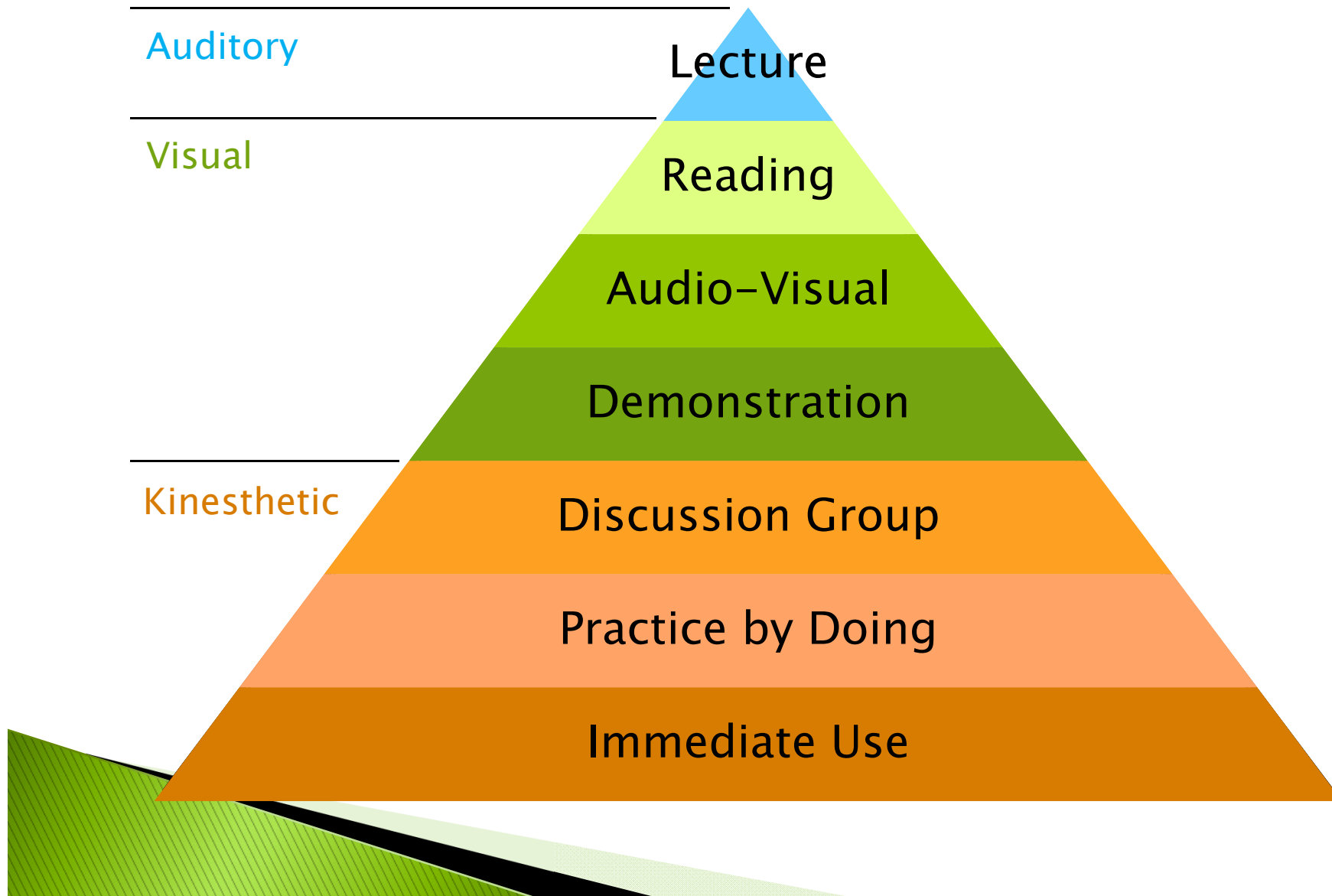
What is the best Method



Measure Your Results



Learning Pyramid



Instructor-led (ILT)

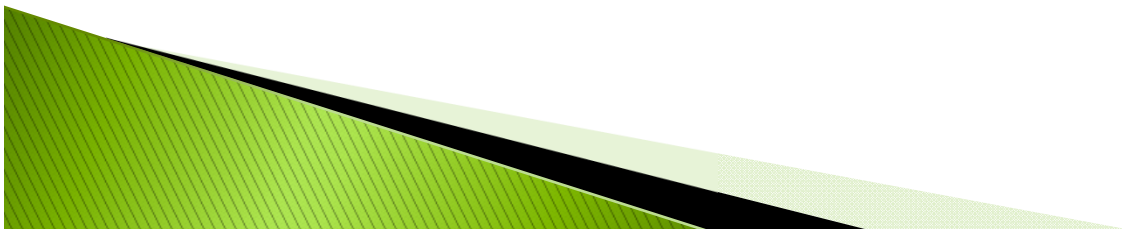
Instructor-led training, or ILT, is the practice of training and learning material between an instructor and learners, either individuals or groups. ILT is an effective means of delivering information, as it allows for real-time feedback, questions and answers, manipulation and changeable delivery to suit the needs of learners in a real-time environment, and a learning environment can be created by the instructor's style.

Classroom

- Immediate Use
- Discussion Groups
- Practice By Doing
- See It ~ Hear It ~ Do It

Lecture

- Sit Back And Pay Attention
- Audio / Video
- Demonstration



Self-paced Training



Self-paced instruction is any kind of instruction that proceeds based on learner response. The content itself can be curriculum, corporate training, technical tutorials, or any other subject that does not require the immediate response of an instructor. Self-paced instruction is constructed in such a way that the learner proceeds from one topic or segment to the next at his/her own speed. This type of instruction is becoming increasingly popular as the education world shifts from the classroom to the internet.

Video Directory

- On Demand Access
- Choose what you need when you need it.

Learning Management System (LMS)

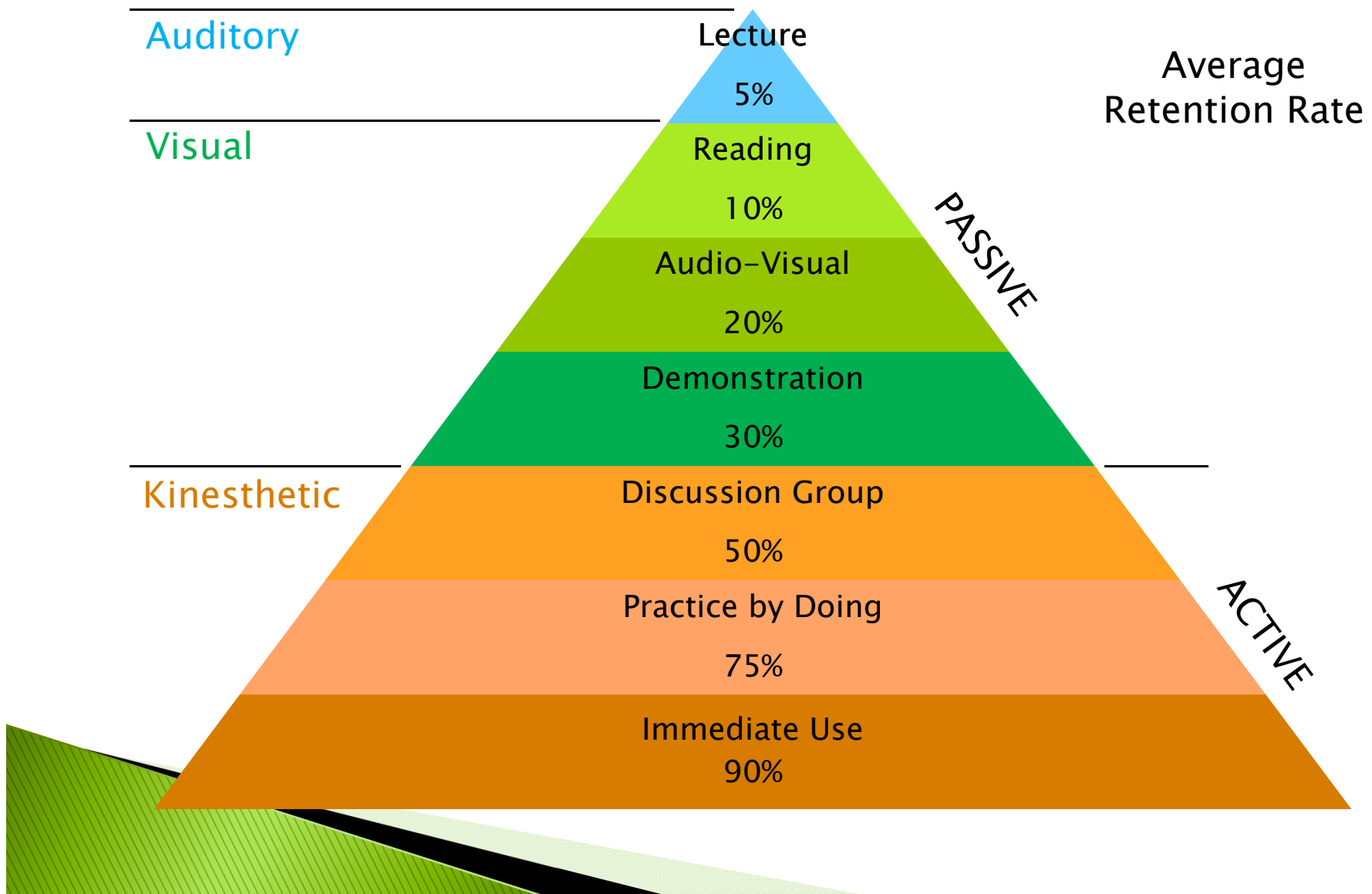
- Admin Management
- Reports on Students and Classes
- Assign Classes, Video or Lectures

Virtual Classroom

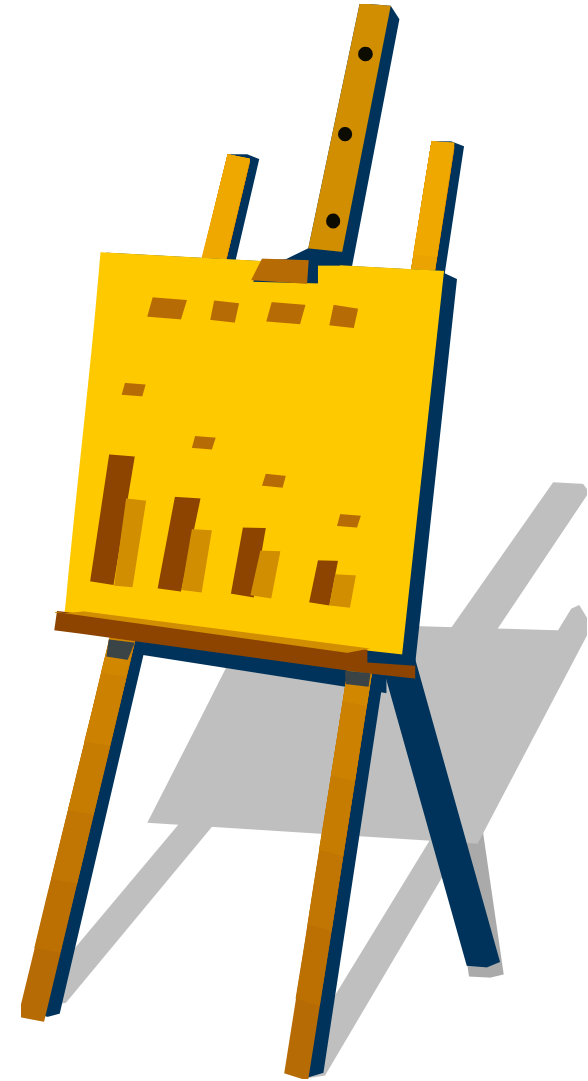
- Discuss Groups
- Interactive Labs
- On Demand Access



Learning Pyramid



Measuring ROI of Training




Training Process

A downward-pointing chevron shape, colored orange, containing the text "Training Need Analysis".

Training
Need
Analysis

- What are the training needs for this person and/or job?

A downward-pointing chevron shape, colored brown, containing the text "Training Objectives".


Training
Objectives

- Objectives should be measurable and observed

A downward-pointing chevron shape, colored olive green, containing the text "Training Delivery".

Training
Delivery

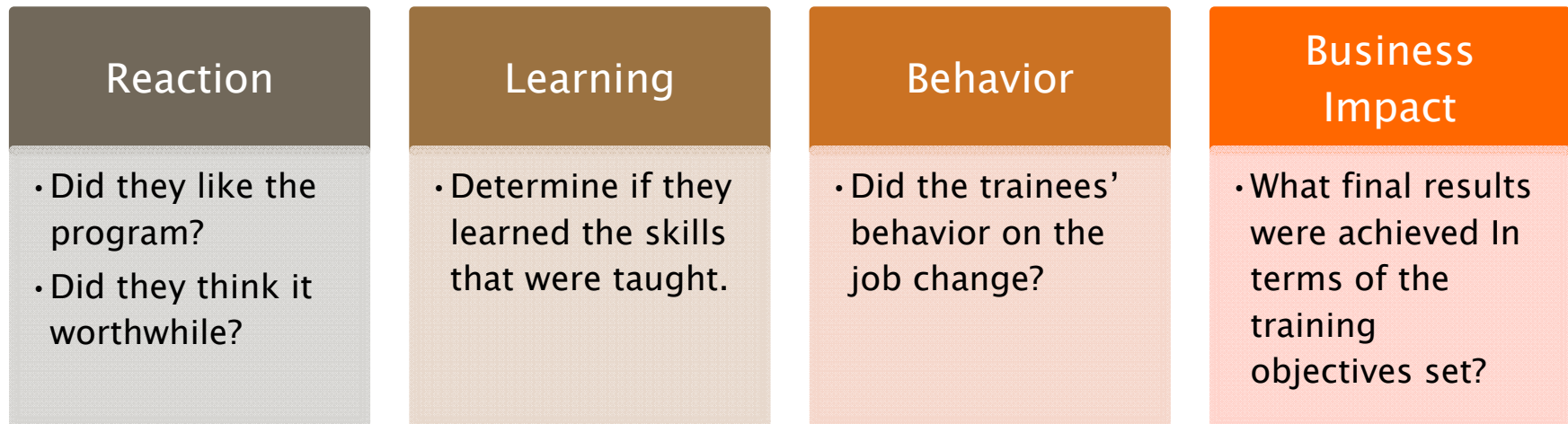
- Self Paced, Classroom, Webinar, Lecture, On-the-job, etc.

A downward-pointing chevron shape, colored grey-green, containing the text "Training Evaluation".

Training
Evaluation

- Measure reaction, learning, behavior and results
- 
- A decorative graphic at the bottom left of the slide, consisting of a green textured area that tapers to the right, with a black diagonal line cutting through it.

Four Level of Evaluation



Value of Information

Least Valuable

Most Valuable

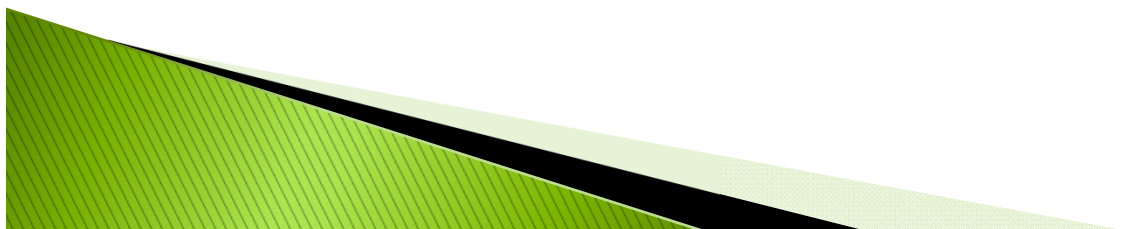
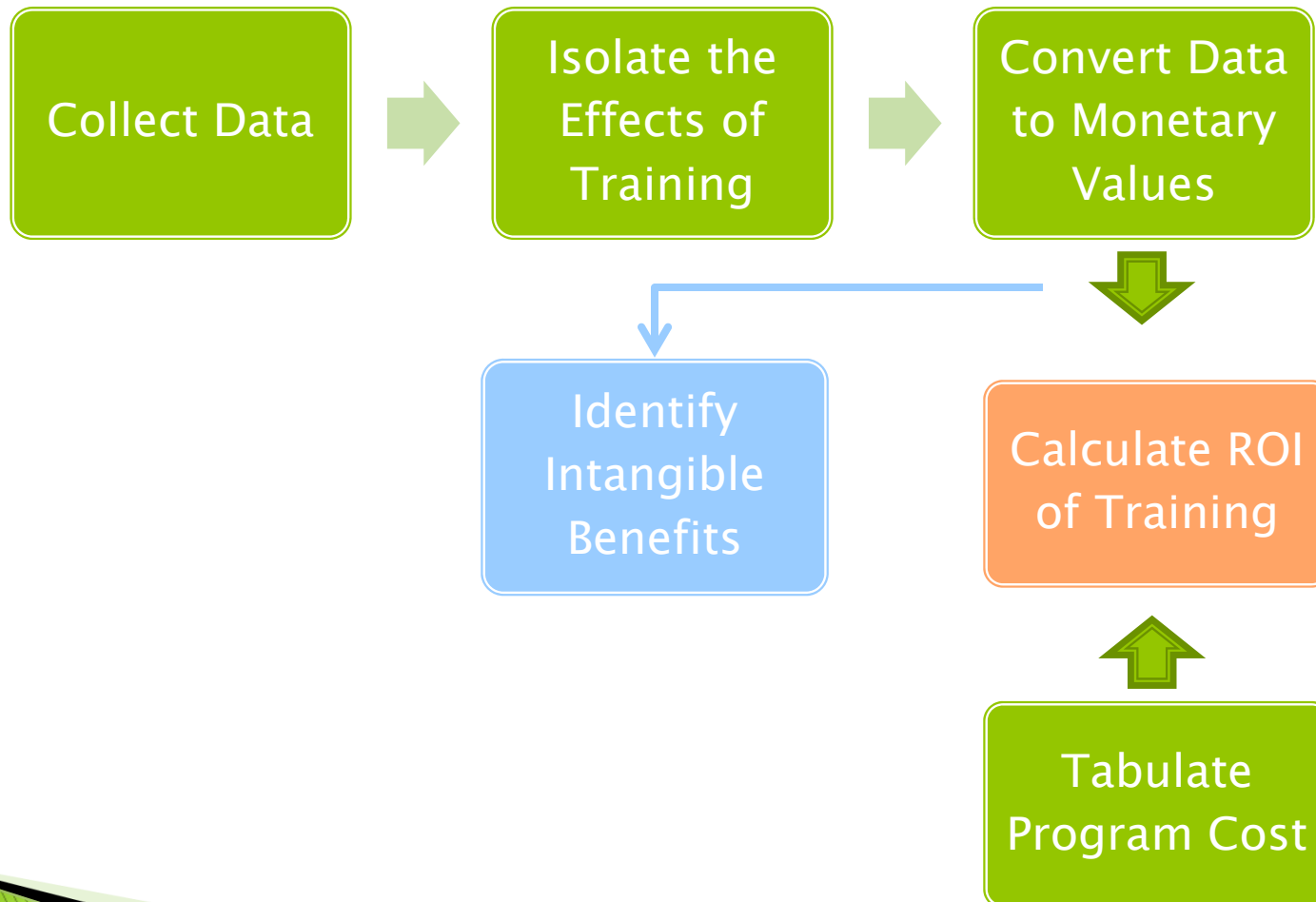
Difficulty of Assessment

Easiest

Hardest



ROI Training Model



ROI Formula

$$\text{ROI} = \frac{\text{Net Program Benefits}}{\text{Program Costs}} \times 100$$

Example:

Cost per program (100 participants) \$88,500

Benefits per program (1st year) \$230,625

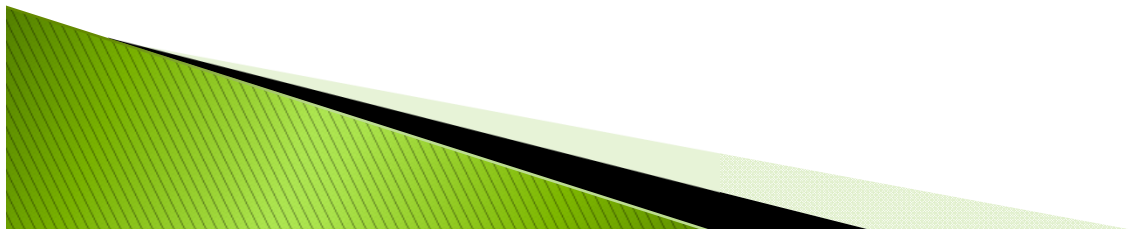
$$\text{ROI} = \frac{\$230,625 - \$88,500}{\$88,500} \times 100$$

ROI = 161%

A decorative graphic in the bottom left corner consisting of a green triangle with a black diagonal line and a lighter green gradient background.

Training Offerings

- ▶ **Computer Classrooms** (1 / 2 day or Full Day)
 - RK Dixon Site
 - Customer Site
- ▶ **Lecture Based** (2 hours, ½ day)
 - Lunch and Learn
- ▶ **Webinar** (2 hours, ½ day, Full Day)
 - Office 2010 New Features
 - SharePoint 2010
- ▶ **Self Paced** (Learning Management System)
 - Office 2010



Thank You!

RK Dixon

