



What Makes a Great Training Organization?

By Harward, Doug / Taylor, Ken

Book Condition: New. Publisher/Verlag: Financial Times Prentice Hall | A Handbook of Best Practices | All learning leaders want their organizations to be perceived as great, but what makes a "great" training organization? How does a training organization achieve greatness, particularly from the perspective of the corporation, the learners, and any customers, clients and partners that interact with it? This book presents findings that are based on the data, information, and experiences shared with Training Industry, Inc. by several hundred learning professionals over a five year span, from 2008 to 2012. It identified 8 process capabilities, which have been identified as the key functions in the design, delivery and management of corporate workforce training. Each section of the book focuses on the process capabilities in detail. In addition, individual practices are explained further, noting specific procedures or scenarios and how they are best executed, all supported by best practices and comments from learning leaders. | Table of Contents 1. Introduction - The Importance of Learning Leadership 2. Strategic Alignment 3. Content Development 4. Delivery 5. Diagnostics 6. Reporting and Analysis 7. Administrative Services 8. Technology Integration 9. Portfolio Management 10. Measurement and certifications 11. The role of Learning Technologies 12....



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