

HM103:
Strategic Learning & Development Management and Learning Management Systems (LMS):
A Practical Five-Day Certification Program

Training Description:

This intensive training course is designed for Learning & Development (L&D), Training and HR professionals responsible for planning, implementing, managing and evaluating organizational learning initiatives. The training course provides participants with practical knowledge and hands-on approaches to developing competency-based training systems, conducting effective Training Needs Analysis (TNA), creating annual training plans and matrices, measuring training effectiveness, and implementing modern Learning Management Systems (LMS).

Participants will explore international best practices in corporate learning, adult learning principles, competency mapping, digital learning strategies and data-driven training management. The program also includes practical workshops on designing learning pathways, selecting LMS platforms, managing e-learning content, generating reports and leveraging AI tools to improve learning administration and employee development.

By the end of the training course, participants will be equipped with practical tools, templates and strategies to transform their organization's learning and development function into a strategic business partner.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the strategic role of Learning & Development in organizational success
- ✓ Conduct comprehensive Training Needs Analysis (TNA)
- ✓ Develop competency-based training matrices and annual training plans
- ✓ Design effective learning interventions aligned with business objectives
- ✓ Understand the complete Learning Management System (LMS) implementation process
- ✓ Manage instructor-led, virtual, blended, and e-learning programs
- ✓ Measure training effectiveness using Kirkpatrick and ROI methodologies
- ✓ Develop employee learning journeys and competency development frameworks
- ✓ Utilize AI and digital technologies to enhance learning administration
- ✓ Produce meaningful learning analytics and management reports

Expected Learning Outcomes:

- ✓ Build and maintain an organization-wide competency-based training matrix
- ✓ Conduct effective Training Needs Analyses and prioritize learning initiatives
- ✓ Develop strategic annual training plans aligned with business objectives
- ✓ Confidently administer and optimize a Learning Management System (LMS)
- ✓ Design engaging learning pathways for different employee groups
- ✓ Measure training effectiveness and demonstrate business impact using recognized evaluation models
- ✓ Use learning analytics to monitor progress and support management decision-making
- ✓ Integrate AI tools and digital learning technologies into training operations
- ✓ Establish a modern, scalable, and business-focused Learning & Development function that supports organizational performance and continuous employee growth

Training Designed for:

This training course is intended for Learning & Development Managers, Training Managers, Training Coordinators, HR Managers, HR Business Partners, Talent Development Specialists, Organizational Development Professionals, HR Officers responsible for Training, Corporate Trainers, Learning Administrators and Anyone responsible for employee capability development.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

STRATEGIC LEARNING & DEVELOPMENT MANAGEMENT

- Module 1: The Modern Learning & Development Function
  - Evolution of corporate learning
  - Strategic role of L&D
  - Aligning learning with business goals
  - Building a learning culture
  - Future trends in workplace learning
- Module 2: Adult Learning Principles
  - Adult learning theory (Andragogy)
  - Learning styles
  - Experiential learning
  - Psychological safety in learning
  - Motivation and learner engagement
- Module 3: Competency Framework Development
  - Organizational competencies
  - Functional competencies
  - Leadership competencies
  - Competency mapping
  - Skills gap ident:
  - Developing competency profiles
  - Mapping competencies to job roles

DAY TWO:

TRAINING NEEDS ANALYSIS (TNA) & TRAINING MATRIX DEVELOPMENT

- Module 1: Training Needs Analysis Fundamentals
  - Organizational analysis
  - Departmental analysis
  - Individual analysis

- Performance gap analysis
- Root cause analysis

❖ Module 2: TNA Data Collection Techniques
- Interviews
- Surveys
- Focus groups
- Performance appraisals
- Skills assessments
- KPI analysis

❖ Module 3: Building an Effective Training Matrix
- Competency-based training matrix
- Mandatory vs developmental training
- Certification tracking
- Compliance training
- Skills inventory

❖ Module 4: Annual Training Planning
- Training calendar development
- Budget planning
- Resource allocation
- Vendor management
- Prioritizing learning initiatives

❖ Practical Workshop

Participants will develop:
- Departmental TNA
- Skills Gap Report
- Annual Training Plan
- Training Matrix Template

DAY THREE:

LEARNING MANAGEMENT SYSTEMS (LMS) ADMINISTRATION

❖ Module 1: Understanding LMS
- What is an LMS?
- Benefits of LMS
- Types of LMS
- Cloud vs On-Premise
- Open-source vs Commercial LMS

❖ Module 2: LMS Features
- User management
- Course creation
- Learning paths
- Competency management
- Certifications
- Assessments
- Quizzes
- Discussion forums
- Notifications

- Dashboards

❖ Module 3: LMS Administration
- User enrollment
- Course assignments
- Learning catalogs
- Role management
- Reporting
- Tracking completion
- Compliance monitoring

❖ Module 4: Digital Learning
- E-learning standards (SCORM, xAPI)
- Microlearning
- Mobile learning
- Virtual instructor-led training (VILT)
- Blended learning

❖ Hands-on Workshop
- Creating learning paths
- Building an online course structure
- Setting completion rules
- Creating learner reports
- Managing certifications

DAY FOUR:

TRAINING DELIVERY, EVALUATION & LEARNING ANALYTICS

❖ Module 1: Designing Effective Learning Programs
- Learning objectives
- Instructional design basics
- ADDIE Model
- Bloom's Taxonomy
- Course structure

❖ Module 2: Managing Training Programs
- Internal training
- External training
- Vendor management
- Scheduling
- Attendance management

❖ Module 3: Training Evaluation
- Kirkpatrick Four Levels
- Phillips ROI Model
- Learning impact measurement
- Behavioral change evaluation
- Business impact assessment

❖ Module 4: Learning Analytics
- KPI dashboards
- Completion reports
- Compliance reports

- Skills development reports
- Executive reporting

❖ Workshop:

Participants will create:

- Training Evaluation Forms
- KPI Dashboard
- Monthly Training Report
- Training ROI Framework

DAY FIVE:

FUTURE-READY LEARNING STRATEGY, AI IN L&D & ACTION PLANNING

❖ Module 1: Digital Transformation in Learning

- AI in Learning & Development
- AI-powered content creation
- Personalized learning
- Chatbots for learning support
- Predictive learning analytics

❖ Module 2: Succession Planning Through Learning

- Talent development
- Career pathways
- Individual Development Plans (IDPs)
- Leadership development
- High-potential employee programs

❖ Module 3: Building a High-Performing L&D Function

- Learning governance
- Policies and procedures
- Training documentation
- ISO and quality considerations
- Continuous improvement

❖ Module 4: Developing an Organizational Learning Strategy

- Creating a three-year L&D roadmap
- Change management
- Stakeholder engagement
- Measuring strategic success

❖ Workshop

Participants will develop a comprehensive Learning & Development Strategy that includes:

- Competency Framework
- Training Needs Analysis
- Annual Training Plan
- Training Matrix
- Learning Journey
- LMS Implementation Roadmap
- Training Evaluation Plan
- Learning KPI Dashboard
- Executive Presentation

❖ Course Conclusion

- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

USD$ TBA - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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