



Guide to Training Excellence

Thank you for choosing Management Development Specialists, Inc. as your onsite training partner. This guide is designed to help you maximize the value of your program and ensure the greatest return on your training investment.

The more we know about the participants and your expectations *before* the training, the better we can plan and execute an effective program.

Please answer the following questions to enable us to design the workshop(s) specifically for your group.

When you have completed this document, please return the completed version as an attachment to JEM@mgtdevspec.com .

Current Needs Assessment

1. For what business skill are you requesting training?

- Communication Skills
- Time Management
- Effective Decision Making
- Customer Service
- Process Improvement
- Change Management
- Interviewing and Staffing
- Performance Management
- Other

2. What evidence do you have that employees need this training?

- We are having a problem.
 - We have a wide range of skills and want to expose everyone to the same materials.
 - This training session is a part of general employee development.
- Comments:

3. How has this skill deficiency or variation in your employees' abilities affected your business?

4. What steps has the business taken so far to improve performance in this area?

5. What changes do you hope to see following the training session?

Participant Information

1. How many employees will participate in the training session?
 12 or less
 13-24
 25-36

 2. What are the job titles of the participants?

 3. Will any of the participants need special accommodations (i.e., large-print materials, assistance understanding English, etc.?)
 No
 Yes (If you checked this box, please indicate the nature of accommodations that are required:

 4. Are there any sensitive issues we should be aware of and avoid?
 No
 Yes (If you checked this box, please explain)

 5. Will participants' attendance be voluntary, mandatory, or both?
 Voluntary
 Mandatory
 Both
- If attendance is mandatory, the following are some actions you can take to improve training outcomes:
- Explain to participants ahead of time the reason for their attendance, and tell us what you have told them so we are consistent with the message.
 - If possible, have the project sponsor attend the program and actively participate.
 - Please do not require people to attend who do not have a skills gap and will be resentful of being present.
6. How frequently do participants attend soft-skills training within a year?
 This is the only one
 Two-four times
 More than five times

 7. Have any participants had training on this or a similar topic within the past year?
 No
 Yes (If you checked this box, what were the results of the session(s)?)

Logistics

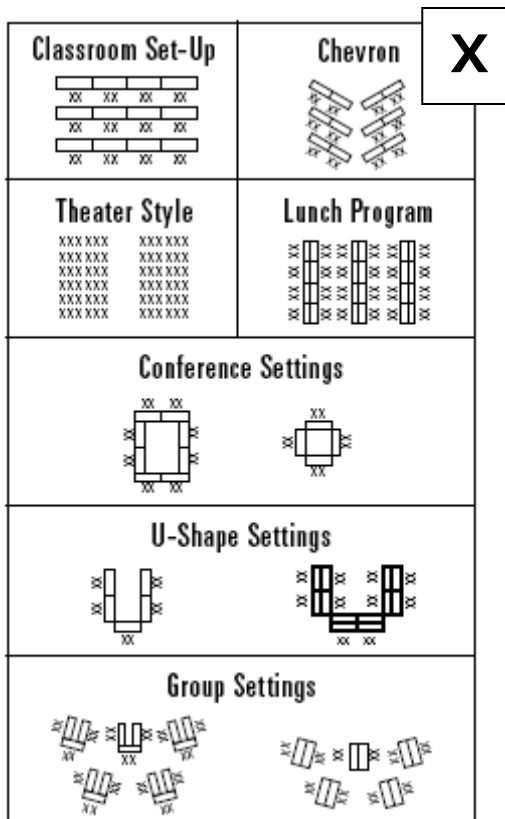
1. When would you like to schedule the training session(s)?
2. How long would you like this session to last?
 One hour
 Half day
 Full day
 Two days
 Other
3. What time would you like the session to start?
4. Will lunch be served?
 No
 Yes (If you checked this box, please indicate when you would like us to break)
5. What time would you like the session to end?
6. What is the physical address of the training site?
7. To whom should we ship materials if necessary?
8. At what phone number may we reach you on the evening before or the morning of the session?
9. Who is an alternate contact, and what is this person's phone number?
10. Where should the trainer park?
11. Will the trainer need special identification to enter the training site?
 No
 Yes (If you checked this box, please indicate what type of identification is required)
12. Are there any restrictions that might keep the trainer from entering the site?
 No
 Yes (If you checked this box, please describe your security process)
13. Does your business have a courtesy corporate rate at nearby hotels?
 No
 Yes (If you checked this box, please tell us which one)
14. Would you like a copy of the course outline to send to participants ahead of time?
 No
 Yes
15. How would you like attendance noted for your records?

Materials and Room Setup

For the session to run smoothly, we request that you provide:

- Paper flip charts
- Markers
- Proper connections for laptop and projector
- Some workshops require a television & VCR or DVD player.

Room layouts that allow the most interactivity is most effective. If possible, please arrange tables and chairs so participants may sit in groups of four to six people. If this isn't possible, please let us know.



Example: Indicate your seating preference.

Post-Training Follow-up

1. Does the business currently have a recognition system to positively reinforce desired behaviors and skills?

_____ Yes

_____ No

2. How will the business positively reinforce improved performance during the first year after the training?

If you have any difficulty answering these questions, please call me at (228) 875-8275 for assistance.

A Few Final Thoughts

The answers to the above will help us to more effectively help your employees and your organization to reach your strategic goals. When the participants arrive for training, they will know the specific purpose and plan for the training workshop. They will know how their progress will ultimately enhance their skills and benefit the organization.

We guarantee that the training will be expertly and professionally delivered, the sought after benefits depend on the support of the organization and the encouragement provided to the participants.

Participants must make a serious and sustained effort to implement and maintain the techniques they acquire at the workshop. Each participant begins with a different level of experiences, innate abilities, and motivation level. Therefore the goal may be that each participant will achieve the threshold proficiency, the overarching goal is to continuously improve.

The Organization must seriously reward and immediately reinforced their improvements to demonstrate that the learning has real value. Organizations that have effective recognition systems accrue the greatest benefit.

In other words, "catch them doing something right."