

Demonstrating the Value of Training Programs



About Me

CITAM

CONSULTING • STAFFING
PROCUREMENT



KOJO AMISSAH
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Lead Executive / Principal Consultant

Kojo is a competent learner-practitioner with a “can do” attitude; an enthusiastic and outgoing personality.

Kojo has consulting and training expertise in Leadership Development, Corporate Strategy, Organizational Development, Human Resource Management, Entrepreneurship & New Venture Creation, Project Management, Information Technology and Local Content practice.

Kojo holds a BSc in Computer Science, MBA in Entrepreneurship, and SHRM-SCP, SPHR and HRMP Certifications in HR. He is a member of Society of Human Resource Management, USA.

OUR SERVICES

PROFESSIONAL CERTIFICATIONS

- SHRM-CP® & SHRM-SCP®
- World at Work - GRP® & CCP®
- PMI-PMP® & PMP-CAPM®
- Microsoft Office Specialist®

TRAINING

- Blended Learning (Traditional, Virtual, Digital, and Mobile)
- Leadership, Management and Supervisory Development
- Functional Skills Development – HR, Finance, Procurement
- Interpersonal Skills – Communication, Presentation
- National Service – Productivity & Career Guidance Skills
- Entrepreneurship & SME Development
- Oil & Gas – Technical and Managerial Courses

ADVISORY

- Strategy Development & Implementation
- Workforce Management System
- Competency Management System
- Performance Management System
- Compensation & Benefits System

STAFFING

- Staffing Outsourcing
- Executive Search
- Professional and Technical workers
- Graduate Recruitment
- Background Checks

SOFTWARE

- PERCIPIO – THE INTELLIGENT LEARNING EXPERIENCE PLATFORM FROM SKILLSOFT
- SUMTOTAL – Human Capital Management Solution - SUPPORTING THE ENTIRE EMPLOYEE LIFECYCLE WITH A SINGLE UNIFIED PLATFORM

PROCUREMENT

- Industrial Chemicals
- Parts & Consumables
- Technical Services
- Computers, Stationary & Office Supplies

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CITAM, Aligning Strategy & Performance!

Agenda for Demonstrating the Value of Training Programs

AGENDA



Have the Conversation on Training



Determine the Cost of Training



Determine the Benefits of Training



Compute the Value of Training








Have the Conversation on Training Programs



- Training Philosophy and Culture
- Concern for Talent Growth for Employees
- Kinds of Training Programs
- Paying for Training Programs
- Showing Results

Workforce Training Program Criteria Based on Different Learning Practices

The need for training and the culture of training has to be nurtured across the entire organization

<div></div> <div>Training Conversation</div>		<div></div> Leadership	<div></div> HR	<div></div> Employees
<div></div> <div>○ Training Philosophy & Culture</div> <div>○ Talent Growth for Employees</div> <div>○ Kinds of Training Programs</div> <div>○ Paying for Training Programs</div> <div>○ Showing Results</div>	○ Guidelines and accountability	○ Systems and Responsibility	○ Ownership and Participation	
	○ Mindset of holistic growth or specific and task-oriented ○ Motivate employees	○ Alignment with individual and organizational needs	○ Responsibility in own growth	
	○ Compliance ○ Behavioral ○ Technical	○ Needs assessment ○ implementation	○ Avail self for objective assessment and participation	
	○ Approves and makes cash available	○ Prepares and manages training budget	○ Participates the same way as self-paying	
	○ Holds HR accountable for results ○ Improvement in overall performance and productivity	○ Monitors and collects data on competency and performance levels ○ Computes ROI and justifies training spend	○ Record improvement in individual capabilities and results	

Setting SMART Training Objectives

The first step in training evaluation is the ability to set SMART training objectives



Seamless Employee Onboarding

- Learn basic company information within 7 days of company joining
- Ensure expert – level understanding of product and services within 30 days of company joining



Improved Performance

- Make the sales team capable of sourcing 10 deals every month
- Achieve and maintain equipment uptime of 98% within 60 days of opportunities opening
- Reduce error rate by 50%
- Achieve 100% compliance with the industry regulations



Effective Customer Support Training

- Enable handling of 10 support requests per day with maintaining a support survey rating of 8 or above
- Manage 90% of support requests without regular assistance from managers



Skills Enhancement Training

- Practical training at workplace and applying skills learned of the job through work-based learning
- Manage potential skill gap through peer collaborative trainees or subject matter experts



Determine The Cost of Training

The direct and Indirect cost of the training must be converted into real cash

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Training Costs



Personnel Cost

- Salary
- Per diems
- Travel, accommodation, etc.



Miscellaneous Cost

- Training material
- Facility
- Equipment
- Consulting
- Travel



Opportunity Cost


- Loss of productivity
- Cost of replacement
- Loss of customer goodwill

Training Cost Estimation

This slide provides information regarding workforce training cost estimation by addressing training course development, personnel costs and miscellaneous costs.



Training Course Development		
Duration of Training Course	2 days	
Difficulty Level for Course development	40	30 – average class 40 = advanced training 50 – highly technical training
Multimedia Level	Medium	Low – lower multimedia involvement Medium – limited multimedia involvement – higher multimedia involvement
Experience level of Trainers	High	Trainers with advanced skills
Numbers of Instructors per hours for training	4	



Personnel Costs		
Internal Labor Cost for Course Development	Hours	Rate
Employee 1	40	\$50
Employee 2	20	\$30
Total	\$2,600	
Trainee/ Instructor Cost	\$5,000	



Miscellaneous Costs	
Training Material Costs	\$3,500
Facility Costs	\$2,000
Training Equipments	\$3,500
Consulting Fees	\$1,000
Travel	\$500
Total	\$18,100

Determine the Benefits of Training

The benefits realized from training programs must be converted to a real cash value



Benefits to Employees

- **Enhanced Employee Satisfaction and Motivation**
Training enable sense of support and confidence, to ensure motivated workforce
- **Individual Competency Assessment for Each Employee**
Training needs assessment determines the current capability and areas of improvement
- **Opportunity to Learn**
Gaining new expertise with latest sector advancements
- **Enable Value to Employees**
Employing upskilling ensure capability enhancement and enable more integrated & engaged workforce



Benefits to Company

- **Enhanced Employee Output**
Effective job management for better results achievement through customized training
- **Improved Productivity and Standards Compliance**
Training enable enhanced process efficiency with better project success including improved profitability
- **Better Innovation in New Strategies**
Consistent training enable new skills and staff expertise consolidation for innovative thinking across core functional areas
- **Better Corporate Image**
Successful training strategy ensure better employer's brand image, attracting potential candidates in future



Compute the ROI of the Training Program

04 Training Value



Determine Costs

- Employee Cost
- Miscellaneous
- Opportunity Cost



Determine Income

- Additional Revenue
- Cost of noncompliance
- Enhanced productivity
- Reduced rework
- Cost of accidents
- Increase stakeholder satisfaction



Normalization

- Assessing anomalies
- Effects of other interventions



ROI Computation


- ROI =
- $(\text{Realized benefits} - \text{Cost}) / \text{Cost}$

Sample ROI Computation

This slide provides information regarding key people requiring training across different departments.

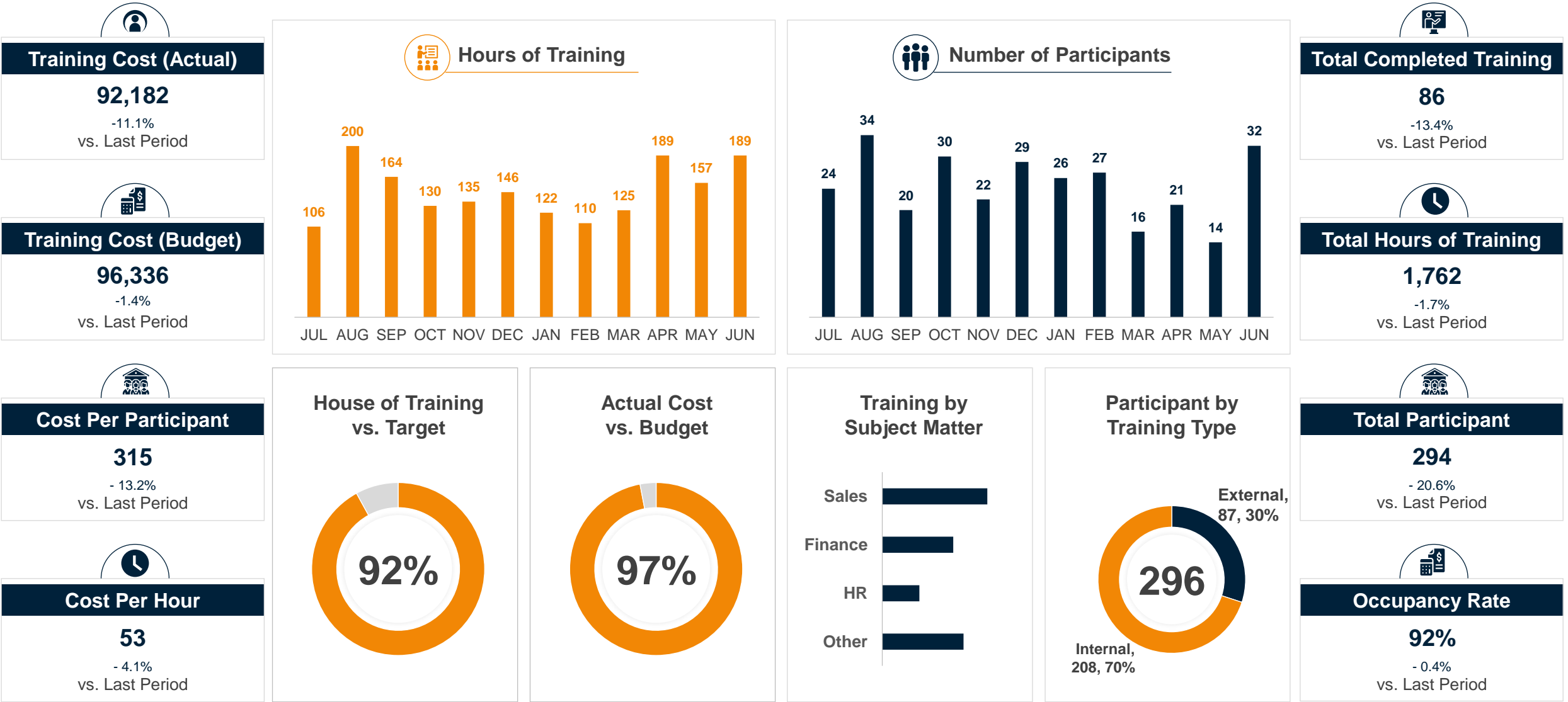
Example of Training ROI Computation

- Your organization revenue has dipped from \$20.0m to \$18.5m.
- HR has researched and attributed this to high transmission failures. It has proposed a Transmission Training program that would cost \$500,000 to implement.
- What is the ROI if HR suggests that the organization’s revenue would grow by 20% after the program is successfully implemented?

Solution	
 Cost of program	= 500,000
Revenue Before	= 18,500,000
Revenue After	= (1+20/100)*18,500,000 = 22,200,000
Benefit Received	= 22,200,000-18,500,000 = 3,700,000
Net Benefits	= 3,700,000 – 500,000 = 3,200,000
ROI	= 3,200,000/500,000 = 640.0%

Training Performance Tracking Dashboard

Training performance tracking dashboard with training cost, number of participants, hours of training, etc.





Thanks for Your Time!



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