

Executive Team Support Education Services

2008 to 2009



Education Services

Managing the Knowledge Transfer Process



Welcome to Executive Team Support Education Services

Who Are We?

Education Services is the part of Executive Team Support, and was set up especially to conduct training courses and manage the knowledge transfer process into your organisation. We use consultants and senior consultants who have been through ILM Train the Trainer certification to conduct our training courses. This ensures that the knowledge transfer is enjoyable, up-to-date, practical, and relevant to your company.

What Types of Training Courses Are Available?

In principle, and given enough time, we could organise a training course or programme on nearly any subject matter! However, our core training courses are in the project, portfolio, and programme management areas. We are aligned with the PMI and PRINCE, and partner with Artemis and Planview.

Where Do We Operate?

Our courses can be conducted either on your own premises, using your facilities, or we can provide local premises nearby to your organisation. Additionally, remote training can be provided using the Internet.



We can build the right environment for your training programme, focusing on your specific needs. Examples of this could include classrooms, multimedia studios, role play and teambuilding, lecture theatres and workshops.

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Summary of Services

We are the centre of a competence network, and can help you in a number of different areas, these include, but are not restricted to;-

1. Training Needs Analysis
2. Courseware Development
 - a. Course Manuals
 - b. Quick Reference Cards
 - c. Aide Memoirs
 - d. Exercises
 - e. Instructor Notes and Timetables
 - f. PowerPoint's / Slideshows
 - g. Production of Training Videos
 - i. script writing
 - ii. visual style
 - iii. filming
 - iv. post production
 - v. actors
3. Blended Training Programmes
 - a. Computer-Based Training Courses
 - b. Remote Training Sessions
 - i. instructor led
 - ii. recorded
 - c. Seminars
 - d. Workshops
 - e. Simulations
4. Feedback mechanisms
 - a. Course Feedback Forms
 - b. Business Processes Adaptation
 - c. Support Technicians
5. Competency Centres
 - a. Establishing the Competency Centre
 - b. Tests and Exams
 - c. Maintaining
 - d. Maturing
6. Coaching, and mentoring

The following pages describe in some more detail, what each of these services consist of.

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Training Needs Analysis

Training needs analysis is an essential component of any large to medium scale training programme. Generally speaking, if the number of delegates that need training exceeds 20, then some form of training needs analysis is essential. They can be conducted either formally, or informally. An informal training needs analysis, can be simply getting together to have a chat, and outline some ideas and suggestions. This method relies upon gut instinct, and previous experience.

A formal training needs analysis however should cover the following components:-

- Review of current training that is already in place
- Analysis of the new system being put into place
- Identification of the training gap
- Statement of the training requirement
- An assessment of the training options
- Cost benefit analysis

If an Organisation PM Maturity Assessment has already taken place, this can often be used in lieu of the formal training needs analysis.

Courseware Development

When putting together a custom training programme, supporting materials need to be developed for use during the training courses.

Training materials help to achieve consistent delivery of the knowledge to students. Training courses which do not have standardised materials will often vary wildly from course to course. This problem is exacerbated when there is more than one instructor, or if the course delivery is happening very frequently.

Good practice is to modularise training, which will ensure in high reusability of content, whilst allowing the maximum amount of customisation.

Our courseware is developed in conjunction with Blooms taxonomy, which was developed in 1956 by a group of educational psychologists. In layman's terms, it helps to define the depth of training for each topic that is taught. Typically, the greater the depth of training, the longer the length of time required to complete the knowledge transfer process.

Courseware can be developed to reflect your own brand, whilst reusing previously developed modules Copyright of Executive Team Support. This reduces development costs.

We can offer you professional Video / DVD productions at broadcast quality for competitive rates. Please contact us for more details.

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Blended Training Programmes

A blended training programme utilises both instructors, and electronic training mechanisms to deliver material.

Knowledge, which needs to be widely circulated, but is easy to understand, can often be distributed using computer-based training. When greater depths of training need to be undertaken, then an instructor is the obvious way to go. However, a computer-based training course can form a prerequisite for instructor led training. This reduces the amount of time required in the classroom-based environment, with the more costly instructor.

Computer-based training has the inherent advantage of being very consistent in its delivery, and is well suited to tracking completion of course modules. We support both the SCORM and AICC learning management systems commonly in use in industry today.

We also offer construction of custom training simulators – which have a greater level of engagement for the delegate. Training simulators allow people to fail without consequences, in much the same manner as an airline pilot in a flight simulator. This encourages experimentation during the learning process.

We partner with a professional sound studio, so we are able to ensure the highest quality sound in our voiceovers, or we can offer a better value in-house sound recording service.



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Feedback Mechanisms

Time spent in the classroom fosters dialogue and discussion between delegates and their instructor. Often, suggestions for improvements to business processes, methods and procedures are made here, but do not make it through into the real world. They are lost, as soon as the delegates walk out the classroom door. They may even not be recognized by the instructor as an improvement.

We use consultants, as instructors. The consultants are involved daily in designing and implementing business processes, to support the project methodologies being utilised. They are ideally placed to both recognize, and also to capture and feedback improvements and suggestions into the business.

Establishing a pool of competent personnel often increases adoption of processes and tools. During a training course, instructors can help identify talented individuals who quickly grasp the concepts and tools been taught. Once identified, a further training and competency programme can put in place to increase the depth of training that these individuals need in order to become subject matter experts.



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Competency Centres

Education Services already has in place its own competency centre. This is used internally within Executive Team Support. If you have a requirement to track the competency levels of the personnel within your organisation, then why not consider adopting Executive Team Support model? It is a web based assessment and recording system. Please contact us for more details and a demonstration.

We can help you both with the establishment of a competency centre and also the ongoing maintenance of it.

Coaching and Mentoring

Here at Education Services, we can provide you with mentoring and coaching services. Typically, a mentor will show you how to do something, whilst a coach will use questioning techniques to guide you in your quest for the right answer. A coach does not necessarily know the answer beforehand. (This is distinct from consulting - a consultant will tell you what you need to know)

In certain situations, it can be advantageous to have a mentor or coach that you can call upon that is not already part of the organisation you work for. We can offer independent advice and guidance.



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Where Can I Find out More?

Our website (www.execteamssupport.com) is regularly maintained and kept up to date with courses, and services. It allows you order and pay for the services that you require. If the service you require is not already on the website, then please get in touch with us using our 24/7 number +44 7919 407152 or by e-mailing training@execteamssupport.com and we will be happy to quote you.



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