

Knowledge K16 - Staff management and development

Course Summary

Getting the best from your key assets - the training team

Introduction

This module explains what is required to establish and maintain a team of employees to achieve business performance in line with agreed goals and expectations.

For any organisation to be successful, enablement models need to be established that align and monitor business performance through the combination of individual employee competencies. These models form the basis by which the business objectives can be mapped to a series of business activities, which can then be grouped into competencies, roles and responsibilities.

Topics

- Applying enablement models to drive business performance
- Training staff job specifications
- Training staff competency management
- Performance management
- Employee and contractor recruitment
- Culture and climate
- Responsibility and accountability

Prerequisites

Foundation Series