

# Certified Learning & Development Professional (CLDP)

HR SERIES

HRDF

[www.zohlgroup.com](http://www.zohlgroup.com)

**COURSE CODE:** CLDP **LEVEL:** Basic to Intermediate

**LANGUAGE:** Bahasa & English

## ABOUT CERTIFICATION

There is a remarkable relationship between effective training and guidance provided by line managers, supervisors and trainers and the levels of employee satisfaction, commitment and motivation. The learning manager of the association has to realize how to recognize the need of the preparation, plan and compose the way toward preparing that will be most productive to meet the necessity. The present L&D manager faces intense difficulties to get purchase in, demonstrate adequacy through preparing measurements.

## OBJECTIVE

The high level learning objectives of Certified Learning & Development Professional course are as below:

- You will learn Competency Iceberg Model for pinpointing skills and traits.
- Learn how to develop competency maps and behaviourally-anchored rating systems to plan structured and scientific training in your organization.
- Understand how BARS can be used for valid competency assessment.
- Conduct competency based TNA for accurate training scheduling.
- Understand how HR Analytics can be used to validate competencies.
- Understand KASH and ASK models of competency.
- Learn how competency gaps are identified using 360 degree Feedback Technique and Competency Assessment Centers and understand the effectiveness of the same.
- Learn how to use Correlation Studies to evaluate training.
- Learn how to create an Individual Development Plan and Developmental Calendar.
- Learn how to create L&D metrics and get management buy in to training.

## COURSE DURATION

5 days (9am—5pm)

Tea Breaks: 10:30am & 3:30pm | Lunch: 1:00pm-2:00pm

**Note:** Please contact our office for Training Date or visit our website for details ([www.zohlgroup.com/mdc](http://www.zohlgroup.com/mdc))

## METHODOLOGY

This program will be conducted with:

- Interactive Lectures using PowerPoint presentation
- Discussions
- Practical Exercise
- Case Study
- Video Presentation

## TARGET AUDIENCE

- L&D Manager, Functional Consultants Regional Training Managers
- Senior Trainers, OD Managers, Lead Trainer & Coach
- L&D Principals, L&D Heads
- Training specialists, Freelancers, E-learning Specialist
- Operation Managers, DGM-Training & Development
- CFO, Corporate trainers, senior executive-training

## LOCATION

ONLINE or Mindset Discovery Center™@ZOHL, M2-6-08, Level 6, 8trium Tower 2, Bandar Sri Damansara, Kuala Lumpur (other Regions please contact our office)

## KEY TAKEAWAYS

GSDC's Global Accredited Certified Learning and Development Manager will give your Competencies which are highly useful in recruitment and selection, performance management and succession planning.

- ⇒ Get hired easily.
- ⇒ Prove your expertise in the field.
- ⇒ Learn how to create an Individual Development Plan and Developmental Calendar.
- ⇒ Learn the key aspects of good design.

## PRE-REQUISITES

There are no prerequisites for attending Certified Learning & Development course. Only the participants should definitely be familiar with human resource, talent management, and human capital development concepts and vocabulary.

## COURSE CONTENT

### DAY 1

#### Module 1: Training, Development and Education

- Introduction | Objectives of Training
- Areas of Training | Training Drawbacks
- Benefits of Training | Need for Training
- Types of Training | Training Risks
- Difference between training, education & development | Role of T&D in HRD

#### Module 2: Training Skills and Techniques

- Teaching Skills | Presentation Skills
- Preparing to Teach
- Develop and Deliver Concepts
- Methods in Training | Training Delivery Methods
- Criteria For Method Selection
- Effective Learning and Teaching Methods

#### Module 3: Learning and Learning Styles

- What is learning? | Learning Styles
- The Three Representational Modes (TRiM)
- Self, Met cognition, Cognition, Knowledge (SMCK)
- Other Supporting Theories | Adult Learning
- Principles of Training | Student Types

### DAY 2

#### Module 4: Training Policy

- Policy for Training | Good Policy Characteristics
- Classification of Policies
- Formulation of Policies
- Factors Influencing Policy Determination
- HR Training and Business Management

#### Module 5: Training Needs Assessment

- Training Content for Different Categories of Employees | Steps for Needs Assessment

#### Module 6: Designing Training Plan

Customized In-House Training Program is available in the following areas:

Accounting & Finance | Administrative Skills | Career Development | Human Resources | Personal Development | Sales & Marketing | Leadership & Management | Workplace Essentials | Digital & Social Media Marketing | Cust Svc | SCM | Entrepreneurship | Soft Skills | HSE | Engineering | Telecoms | ICT | ISO | PM | TQM

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- Learning Objectives | Requirements of Learners
- Steps for T&D Plans
- Planning Implementation of Training Plan
- Training Room Design | The Training Procedure

### Module 7: T&D Programs

- Introduction
- Training at Professional Institutions
- Workers Training Programme
- Supervisory Training & Development Programme
- Training Aids & Training Media

### DAY 3

#### Module 8: Competency Based Training

- Competencies | Competency Profiling
- Competency-Based HRM Models

#### Module 9: New Employee Training

- New Hire Training | Purpose of Orientation
- Goals of Orientation Programs
- Types of Orientation
- The Orientation 'Toolkit' | On The Job Training

#### Module 10: Management Development

- Management Development Introduction
- Requisites for Successful Management Development Program
- Management Development Techniques

#### Module 11: Mentoring and Coaching

- Coaching Employees
- Activity-Mentoring Training
- Workplace Mentoring

### DAY 4

#### Module 12: Computer Based Training

- Computer Aided Instruction
- Computer-based Training
- CBT Usage | Decision Process for CBT Viability
- New Capabilities
- Web-Based Training | FLEX

#### Module 13: Evaluation of Training

- Concept | Need for Evaluation
- Principles of Evaluation | Evaluation Design
- Measuring Training Effectiveness/Impact
- Evaluation Plan | Evaluation Types and Process
- Warr's Framework of Evaluation
- Kirkpatrick's Four Levels of Evaluation
- Feedback and Assessment
- Evaluating Training-staff Performance
- ROI (Return on Investment) in Training
- Cost Effectiveness
- Justification on Investment
- Evaluation of Management Training
- General Observations

### DAY 5

#### Module 14: Effective Training and Development

- Effective T & D
- Assessing Training Effectiveness
- High Yield Training

- Checklist Training for Performance

### Module 15: Train the Trainer

- Training & Development Specialist
- Role of T&D Specialist
- Skills of An Effective Trainer

### Module 16: Training for Diversity

- Introduction
- Attitudes | Diversity Strategies

### Question & Answer Session

### Examination

- 60-minutes exam.
- 40-multiple choice questions (MCQ).
- 24 out of 40 - 60% is needed to pass.
- In case the participant does not score the passing percentage, they will be granted a 2<sup>nd</sup> attempt at no additional cost. Re-examination can be taken up to 30 days from the date of the 1<sup>st</sup> exam attempt.

### End of Program House-Keeping

- Program De-Briefing
- Feedback Questionnaire
- Closing Ceremony

*Note:* Course Content subject to further review

### COURSE FEE

**RM3,710** per person incl. 6% SST

(Fee inclusive of Course Material, Attendance Certificate, Professional Certificate, Exam Fees and Meals)

### CERTIFICATE

Participants will be issued a Certificate of Attendance/Accomplishment upon successful completion of this training program. Full attendance is a pre-requisite.



In addition, a **Professional Certificate** from **GSDC** will also be awarded to those who pass the Exam.

### WHY GSDC CERTIFICATION?

The Global Skill Development Council (GSDC) is an independent, vendor-neutral, international credentialing and certification organization for the emerging technologies:

- Advisory board members and SMEs are from around the world, drawn from different specializations.
- Supported by the world's most esteemed thought leaders from Yale, MIT, Stanford, Wharton, and Harvard.
- Hub of Trending Technologies and framework certifications.
- Content curated by Industry's best Subject matter experts.

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- Webinars and Conferences.
- Training Partners Across The Globe. For Malaysian market ZOHL Consultancy Sdn Bhd has been appointed as one of the GSDC Training Partner.

### HRDF SBL KHAS

Claimable under HRDF SBL KHAS Scheme (for Companies contributing to HRDF)

### REGISTRATION METHOD

1. **Online:** <https://zohlgroup.com/mdc/certification-programs-registration/> **OR**
2. Download this brochure at: <https://zohlgroup.com/mdc/certification-programs/> and fill up the required information. Then please fax to: 03.6279.0663
3. Or contact our office at: 03.6279.9276 / 013.398.1038

### FACILITATOR

**Kit Kasa** is a speaker for the local and international audiences. She has served organisations varying from the SMEs to the multinationals with clients from the tea lady right up to the CEO. Her background ranges from corporate, industrial, academic to research. She has done a stint as the Administrator of United Nations Global Compact Local Network, Malaysia.\*

In January 2019, Kit was appointed as a member on the Industrial Advisory Panel of KDU University College for 2019 and 2020. Her passion is English and has for many years trained adults in the various forms of English; from spoken to written – in specialist areas of nursing, customer service, in more general areas of Proficiency in English and Business Writing, Report Writing and Technical Report Writing and programs which require specific input and results. She has trained English for SLIM trainees since the national inception. As she is also trained as a TQM facilitator and in Meta-NLP, she applies these in all her interactions; in training and/or consultations.

### Application of Advanced Methods of Thinking Skills

Her success in carrying out training stems from her ability to connect with the participants. She subscribes to understanding and applying Herrmann Brain Dominance Index, synchronising channels of communication at all times, during the course of training.

Kit had successfully completed and is now a Neuro-Semantics Meta NLP Practitioner, holds a Certificate in Accessing Personal Genius and has obtained her Certifications for Coaching Essentials by the International Society of Neuro-Semantics, USA. She is a **PSMB certified trainer TTT/0822**, by the Human Resource Development Foundation, Malaysia.

In her pursuit that individuals should have a holistic professional approach in their careers, occasionally, Kit provides training on dining etiquette and grooming for professionals. This refers to European fine dining etiquette applicable at a full service restaurant.

\*Note: Trainer availability is subject to change



### REGISTRATION FORM

Participant#1: \_\_\_\_\_

Position: \_\_\_\_\_

IC No: \_\_\_\_\_

Participant#2: \_\_\_\_\_

Position: \_\_\_\_\_

IC No: \_\_\_\_\_

Training Date: \_\_\_\_\_

Training Venue: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Position: \_\_\_\_\_

Tel: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Company Website: \_\_\_\_\_

### PAYMENT

CASH: RM \_\_\_\_\_ **OR**

CHEQUE No: \_\_\_\_\_

Please fax your bank-in slip to 03.6279.0663 or scan your bank-in slip and email to [training@zohlgroup.com](mailto:training@zohlgroup.com)

\*Please make your cheque payable to:

**ZOHL Consultancy Sdn Bhd**



Account No:  
**514392303373**

Signature & Company Stamp

### Note:

- Date & venue of seminar subject to changes
- Payment must be made 7 days before the training date
- Registration cancelled 7 days prior to the event is subject to RM100 service charge per participant
- No refunds for notice received less than 7 days prior to the event. A substitution may be made at any time at no extra charge.
- Program content may change subject to revision by our consultants from time to time.
- Full fee is required with your registration. 5% Group discount is available - min 3 pax.

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Sebarang pertanyaan sila hubungi Cik Niesa

**ZOHL Consultancy Sdn Bhd** (332967-D) (SST ID:W10-1810-32000429)

M2-15-02, Level 15, 8trium Tower 2, Jalan Cempaka SD 12/5

Bandar Sri Damansara, 52200 Kuala Lumpur

T: 03.6279.9276 F: 03.6279.0663 HP: 013.398.1038 E: [training@zohlgroup.com](mailto:training@zohlgroup.com)