



Managing Instructors, Course Materials and Quality

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Background

- 3 Teams merged into one
- Different Product Areas
- Different Methods/Styles



Managing Course Materials

- Currently Reviewing
- Striving for Standard Process and Format
- Version Control

Managing Quality

- IITT Gold Accreditation
- Annually Review: Course Material
Trainers
Facilities
Processes
Admin
Evaluation...



Managing Instructors

- Scheduling
- Individual Development
- Delivery
- Cross Training
- Motivation

Managing Instructors - Scheduling

- Similar spreadsheet approach
 - ▶ Similar, not the same!
 - ▶ Need to make it *different* for all
- Monitor instructor utilisation
 - ▶ Individual targets
 - ▶ Team targets
- Multiple locations
 - ▶ Logistics, travel time

Managing Instructors – Individual Development

- Portfolio of courses
- Enhancement of knowledge
- Different personal characteristics
 - ▶ Learning styles
 - ▶ Openness to change
- Frequent 1:1 meetings
- Appraisals
- Training Team Meetings
- Training Conferences
- Project-based Objectives

Managing Instructors – Delivery

- Achieving Objectives
 - ▶ Revenue
 - ▶ Utilisation
 - ▶ Personal Objectives
- Feedback
 - ▶ Evaluation forms
 - ▶ Customer feedback
 - ▶ Sit ins

Managing Instructors – Cross Training

- Cross Training Requirements
 - ▶ Customer demand
 - ▶ Utilisation targets
- Sharing resources
 - ▶ Originally – set personal targets
 - ▶ Secondment
 - ▶ Setting firm objectives
 - ▶ Personal preferences and trust
- Pain points
 - ▶ Managing non-team members
 - ▶ Conflicts demands on time
 - ▶ Conflicting of interest

Managing Instructors – Motivation

- Product ranges
 - ▶ Flagship products and “End of life” products
 - ▶ Planned transition
 - ▶ Commitment to support our legacy
- Workload distribution
 - ▶ Differing levels of demand and seasonality
 - ▶ Internal project demands
- Cultural change
 - ▶ 3 cultures into one
 - ▶ Resistance to change
 - ▶ Visualising the future – opportunities instead of threats