

Training and Development
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Module - 05
Lecture - 25
Documentation in Designing Training Program

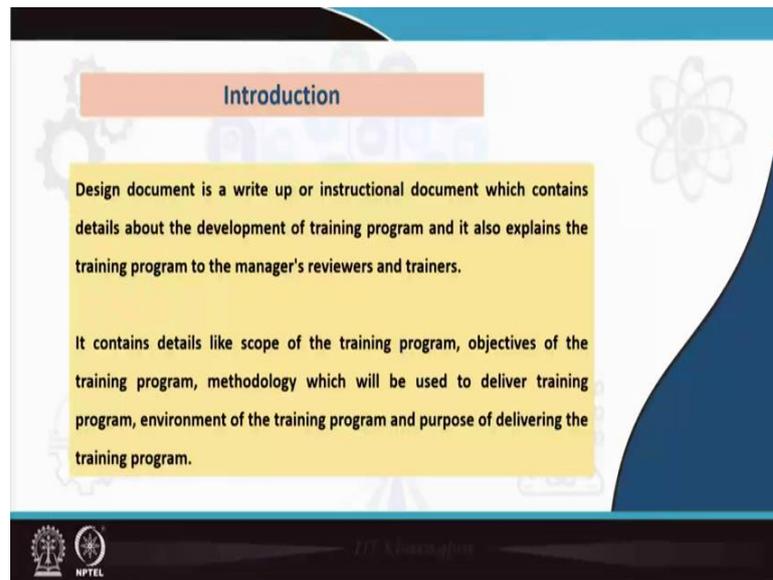
Welcome to lecture 25, this is the last lecture in this particular module. And today's lecture what we are going to discuss about we are going to discuss about the Documentation in Designing a Training Program. And the previous lecture we discussed about what are the basic consideration you should have when we are designing a training program.

Now, we are coming to a very important aspect of designing a training program, what are the documentation has to be done. So, why this documentation of designing a training program and what are the contents of this documentation that is what we are going to learn in this particular lecture.

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So, let us get into the lecture. So, let us try to understand what is a design document is. So, design document is nothing but a write up or an instructional document which talk contains information about you know how the training development of a training has taken place.

And you know it will also talk about you know the whole training program to the managers or the reviewers about ok. So, what do you do in a training program? So, how the training program has been a conducted? So, that they will be able to review and understand ok how the training program is being designed whether it is relevant in the process of a training to be offered to the employees.

And now, what does it actually contain, it contains scope of the training program, objectives of the training program and it also talk about a methodology which will be used to deliver a training program and also talk about environment of the training program and purpose of delivering the training program.

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The slide features a white background with a blue header and footer. On the left, a blue arrow points right with the text "What is Designed Documentation". To the right of the arrow are two text boxes: a yellow one at the top and a blue one below it. The yellow box contains the text: "Design document is a write up or instructional document which contains details about the development of training program and it also explains the training program to the manager's reviewers and trainers." The blue box contains: "Design documentation is a collection of documents and resources that covers all aspects of training design". In the bottom right corner, a man in a green shirt is shown from the chest up, clapping his hands. The background is decorated with faint icons of gears, a hard hat, and a network diagram. The NPTEL logo is in the bottom left, and "IIT Kharagpur" is written in the bottom center.

So, now let us go in detail and understand what is this you know designed document or design document? So, design document as I was earlier saying yes, it is a write up or an instructional document which contains all details about how the training development was happened right from the process of you know training need assessment, how did you identify the training need assessment.

Then you also it explains the training program so, that the reviewer can review. Probably for example, if you are designing a training program and it has to be presented to the management. Management will see and review or probably they even sent it to you know people who use to offer training program to see evaluate the training program; how the training program has been designed whether it is having an adequate enough to conduct a training program they followed a specific method.

And this conducting by conducting or offering this training program will it result in some changes to happen in my workplace, where my employees will also improve their skills and knowledge. So, this is a document which will be readily available to evaluate evaluated by the reviewers. And in is also you know the design documentation is essentially a collection of documents and resources that covers all aspects of a training design.

See, if you look at you now what are we talking about you know all resources. We it starts from how did you conduct the training need assessment, what was the result of a

training need assessment, how; so, out of this what are the things you have identified did you identify any performance deficiency or did you identify any you know skill gap or knowledge gap between the employees, how does it been documented then from the how the learning objectives for a particular training program has been decided designed.

Then designing on the training content and then choosing of the vendor or a service provider or probably the trainer who is an internal or external, what was the process, how it is been documented. For example, you are sending an RFP request for proposal you would have sent a request for proposal to you know external agencies or a consulting organization or a service provider about ok.

This is the content we are looking at; these are our audiences and participants you sent. So, all these documentations how many a proposals or RFPs have come, how did you evaluate between these you know RFPs come from a different service provider then how would you zero in on a specific service provided, what made you to choose and how does the training design look like you know how the content look at.

So, all the documentation is part of the design documentation. So, right from the training need assessment identifying the need till the time you deliver a program and also talking about content and materials which has to be part of the design documentations.

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What Does Designed Document Contain

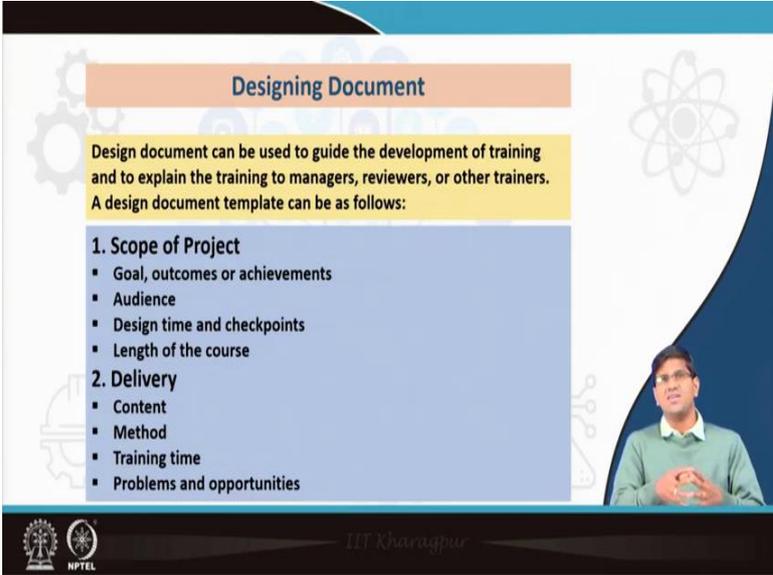
- It contains the scope of the training program,
- The objectives of the training program,
- The methodology which will be used to deliver training program,
- The environment of the training program and purpose of delivering the training program.

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And what does it contain? It contains a scope of a training program, what is the scope of this particular training program to be offered and you also talk about. So, objective of a training program what is the objective of a specific training program and talk about a methodology will be used in delivering a training program; are we going to use just you know instructional method kind of a lectures, or are we going to use a simulation based training program, or are we going to do a demonstration or are we going to use a hand on training practices or is it going to be a kind of a role play or a discussion based or case study based.

Now, what type of a methodology you are going to use, sometimes some training programs will have a combination of methods wherein you will use multiple methods you know including you know multiple methods including we are talking about yes, case study and also you will use the hands-on training simulations together, it will become a method to deliver a training program. Then the last one is about environment of the training purpose of delivering the training program all that will be part of the design documentation.

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The slide is titled "Designing Document" and features a yellow header bar. Below the title, a yellow box contains the text: "Design document can be used to guide the development of training and to explain the training to managers, reviewers, or other trainers. A design document template can be as follows:". The main content is a blue box with two sections: "1. Scope of Project" and "2. Delivery". Each section has a bulleted list of items. In the bottom right corner, there is a small video inset of a man in a green shirt. The slide footer includes the IIT Kharagpur logo and the NPTEL logo.

Designing Document

Design document can be used to guide the development of training and to explain the training to managers, reviewers, or other trainers. A design document template can be as follows:

1. Scope of Project
 - Goal, outcomes or achievements
 - Audience
 - Design time and checkpoints
 - Length of the course
2. Delivery
 - Content
 - Method
 - Training time
 - Problems and opportunities

Then so, now, also let us look at you know some more additional information about when you are talking about a design document template how does a design document template will look like. Because it act as a guide the development of a training and to explain the training to the managers or the evaluators or the management people when

you talk about a design how did you design the documents. So, how does the design document training document will look like.

So, when we talk about as I said yes, the training design document will contain a scope of the training or a scope of a project. Now, see what do you have in a scope of a project; you will have to say what is the goal, what is the outcome or an achievement through which you are through this training program you are going to offer then who is your participants, audiences right.

So, is it going to be a specific group or is it going to be general audiences or you are going to make it open for only for managers or people who are entry level employees or people who are an operator; people working on a particular software particular tool who is your audience. Then you will talk about a design time and checkpoints ok.

So, what are the design time how you are going to design a program then about a length of the course, how long the course is going to be is it going to be a one day program or is it going to be a one week program or is it going to be a long term program wherein with the multiple modules. For example, it going to be a 6 months long program, but it is like every month they spend 10 hours or 20 hours on a particular program.

So, then it you have to define everything on this scope of the project. Next about a delivery; so, what is the content of the particular training program? Because it is very essential because the content of the training program will tell you whether this is actually design in such a way that is going to help achieving the learning objective or goal of a particular training program.

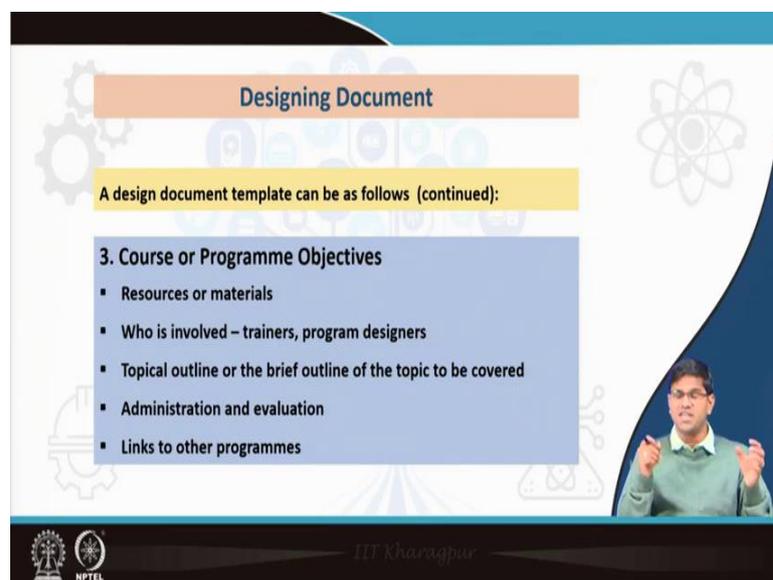
So, what is the content then the method how the content will be delivered to the participants the audiences we are referring to see why? Because if you look the method and the audience you, will you will able to know ok. What type of a method I should choose?

If the mixed audiences let us say people from different levels you know entry level to the senior level people are participating, how do you design your method of you know delivering a program or is it in a homogeneous group that everybody is in a same level similar work experiences then you the method you choose will be different.

And based on you know the education level or the ability of the learners also you will decide the type of a method. For example, a people in a manufacturing organizations people who work on a machinery or who work on a shop floor or a production floor they may not have a higher level of educational qualifications.

If you are a trainer and then you, they do not you know communicate properly or a design a method, which my trainer or learners will be able to appreciate. Then you cannot be having a successful training program. So, the method is very critical. Then a training time how long the training time, what would be the potential problems or opportunity that you are going to see in the training program.

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Designing Document

A design document template can be as follows (continued):

3. Course or Programme Objectives

- Resources or materials
- Who is involved – trainers, program designers
- Topical outline or the brief outline of the topic to be covered
- Administration and evaluation
- Links to other programmes

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Then comes the 3rd component of the design document is a course or a programme objective. So, you will have information about resources and materials as I was saying earlier in the previous lectures that you know reading materials what are the reading materials for a training program or post training program are you going to share a content or materials or resources to your trainees.

So, that they will be able to refer back you know if some of you have attended a training program you would have been received at the end of a training program some booklets or a training modules or resources resource pack a part of a training program. So, that when you go back after the training program you have some resources to go and refer in case if you encounter a challenge or a difficulty or you want to refer to learn.

So, that information or resources are available and who is involved a trainer and program designers and also talk about you know a topical outline a brief outline of the topics to be covered. You say ok, this is a topic let us say teamwork. Then you need to define what are you referring to a teamwork what are you aiming to develop during this teamwork session.

And similarly let us say somebody you are talking about you know understanding the analytical tools then you need to talk about what are you talking about what you are going to discuss in the particular thing. So, that the expectations are set very clearly from the audience. So, audience will know ok this particular lecture session or this particular session I am going to learn about it because that is what been mentioned.

Then about you know how do you evaluate the training program, what is the administration of the training program, how will you evaluate the training program in terms of the outcome based evaluations or is it going to be the resource based. In terms of you know the ability to deliver a program is one side of an evaluation; other is about the ability to reach the outcome of a training program it is not about know how effectively you have conducted a training program or how successful you completed in the time.

That is the difference between completion of a training program versus the you know outcome of a training problem. So, what does it created how do you evaluate one way is ok, whether you are able to successfully complete a training program all planned on time you are able to complete the training program; that is one way of evaluating yes, it is met, it's kind of a marking a tick point for each of these sessions.

Then comes the outcome were you able to really create the change that you were intended to do during the training program. Then links to the other programmes so, how these particular training program will be linked to the other programs. For example, people have done this training program are being qualified to the next level of training program. So, that is kind of a link to the training programs to be also listed down on this ok.

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Design Documentation

- Purpose of training program
- Goals of the program ✓
- Target audience
- Training timing — Length
- Training methodology —
- Number of participants per session → L.O. Max. Participants Restrict # Individualized attention
- Locations — Soc/Tool Material / Cost
- Prerequisite — Soc/Tool Material / Cost
- Problems and opportunities
- Instructors ✓

What Does a Design Documentation Include?

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Now, what does a design documentation include? When we are going to detail as you said yes, it has a purpose of a training program, goals of a training program; who is a target audience, that information should be available, ok. Say then you have to talk about the training timing how long the length of a training program right. How long the training program needs to be as I said it is a day or a week or a month or a pretty long program and training methodology that has to be there.

And number of participants per sessions it is also important based on your learning objective you will have to see how; what is the maximum participants to be allowed? It is very important you know you cannot have very large audiences if you are training objective learning objectives are different you know a just a one way training programs it is like only a delivery of a lectures the audiences can be large in number.

But in case if you want to go for a hand on practices or making somebody to learn a particular tool or a technology then you have to restrict the numbers. The numbers should be restricted so, that you know trainer will be able to pay individualized attention ok.

So, this is very important so, that is where the number of participants per session how many people will be allowed, ideally people look at you know 30 25 to 30 sometimes you know leadership level of program sometimes even restrict to lesser numbers and also the location where the training program will be conducted and any prerequisites.

Sometimes what will happen prerequisites can be skill or maybe a tool, who have some basic knowledge on handling the tool.

Sometime you know materials been already shared and asked to come prepared on the case material or a particular case to be discussed. So, that is there and also talking about you know problems and opportunities of the training program and talk about the instructor. Who is the instructor; list down the instructor for the particular training program.

Let us say you know you have 3 day training program ok. T P refers to Training Program ok 3 days. So, now, you have 4 instructors for all 3 days then you have to list down ok. So, 1 2 3 4 their profile ok, their qualifications and experience. This will identify whether they are an expert who can actually deliver this.

So, this information should be readily available and also about their communication their contact details, in case if the participants wanted to reach out to a specific instructor, who have delivered on a particular concept. So, if they have any questions or queries that they can actually get back to them, ok.

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Lesson Outline	Instructor Activity	Trainee Activity	Time
Introduction and why training	Presentation	Listening	08.00-9.00AM
How to conduct training / <i>For</i>	<i>Prank on</i> Questioning	Participation / <i>For</i>	9.00-10.00AM
Video showing three styles of training	Discussion on strength and weakness of each		10.00-11.30AM
Video show on problem solving style	Presentation	Listening	11.30-01.00PM

So, some of the you know I am giving a sample of detail lesson outline for a training program maybe many of you would have attended a training program would have got a

you know training schedule right. So now, I am just showing a sample template which is one example of you know a training program.

So, how does it actually look like you know when you participated in a training program you would have received a training kit right. The training kit will have the schedule the training schedule what does the training going to offer. So, this will provide a basic preparation on what to expect in a day of a training program.

So, just an example of you know just say introduction and why training this is a topic. So, how does it is going to be done; anything and any activity they do. It is going to be just a lecture based representation the instructor will do a presentation. So, type training activity, training will be just an observant or a listening. So, what is the time for this particular you know lesson.

Then comes the next topic so, how to conduct a training program probably what type of an activity instructor will do? In terms of questioning, you replace a different topic ok. So, some other topic where in here it says you know hands on practice hands on ok. So, let us say here comes the participation practice also in this of hands on you are going to practice it ok.

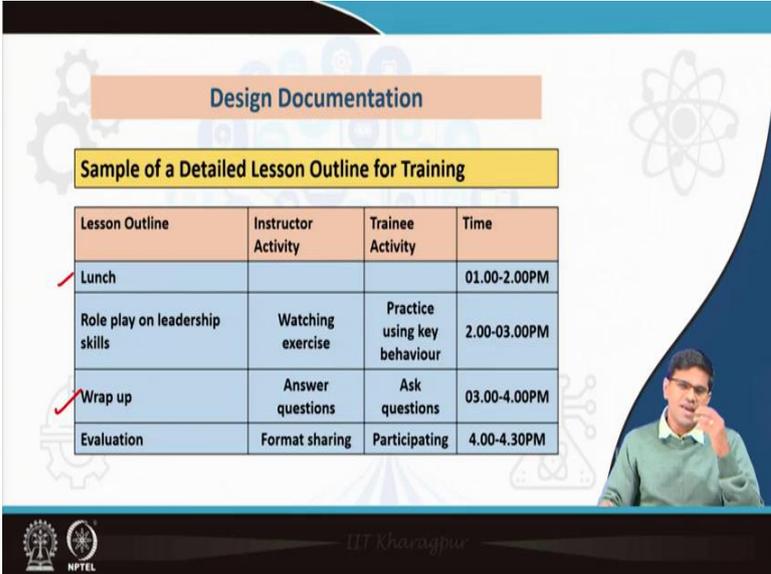
So, time you will have to define how long the particular session will go. Similar is the case you will be keep continuing ok topic one to topic two you will be continuing. Now, it is what is very important is, is there a flow or we are talking about a sequencing ok. So, why it is important, if you see each you know lessons which are jumping become independent to each other they do not understand and link with this.

For example, if you are conducting a training program and you have to make it as a process like you know it is kind of a building blocks. So, you have to build properly with the blocks. So, first session we should provide a foundation then as you see the foundation is built, next level of difficulty next level you have to keep taking the building blocks. So, that the trainees and knowledge levels are increased they become comfortable in learning the particular concept.

Similar is the case the topic should be in a sequential way. So, that you know it is complementing to each other or allowing the people to learn. Sometimes what will happen some icebreaker will be part of the you know some of the topic because too hard

for them to be all the time you know attentive to learn some you know hardcore subjects or you know key aspects of a tool or a subject you know hardcore subject so, that is important should also be part of your training schedules.

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Design Documentation

Sample of a Detailed Lesson Outline for Training

Lesson Outline	Instructor Activity	Trainee Activity	Time
Lunch			01.00-2.00PM
Role play on leadership skills	Watching exercise	Practice using key behaviour	2.00-03.00PM
Wrap up	Answer questions	Ask questions	03.00-4.00PM
Evaluation	Format sharing	Participating	4.00-4.30PM

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So, then you will have to mention ok when is your lunch break, when you will be a break you will have, how long the break will be. Then you will have to see ok what is the wrap up so, in the evening you will have to have a wrap up sessions, where you will have to just consolidate the learning's happen during the day and take some reflections from the participants some quick feedback.

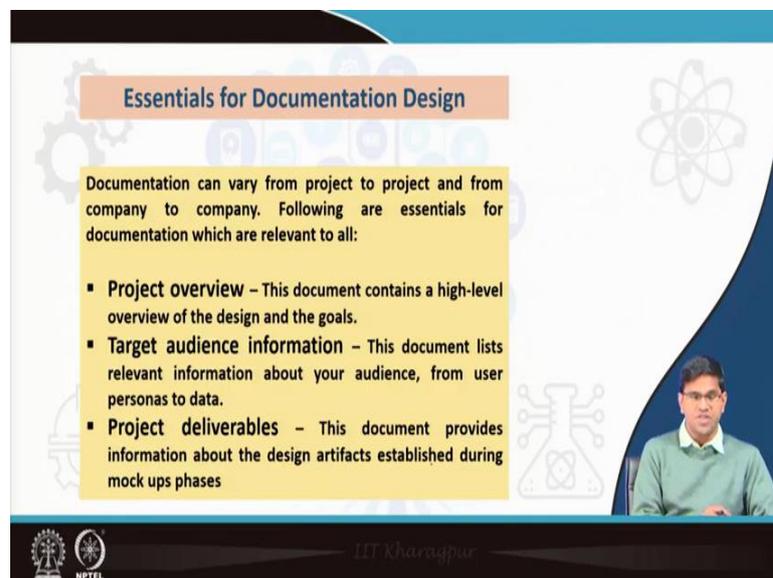
So, that you will be able to in case of a longer programs the next day any quick feedback from the audiences will help you to tweak a bit to you know prepare yourself and you know deliver accordingly. And in case if it is a the end of the day that is a delivery is over the training is going to be over then you need to have an evaluation you need to in the beginning itself you need to inform the participants on how they will be evaluated.

In case they required to attend any small quizzes a part of the training program that is trying to evaluate them on their you know retention capacity how good they are able to you know learn remain or learn and retain that information, which are delivered to during the training program.

So, that has to be part of it this is just a sample template which I am sharing and it will be you know it will differ from based on each of the training programs. So, if it is you know. So, very long term training programs like a month you know few months then that will be different it will be more on a module if they say ok.

Module 1 it will be a in a high level of content they will give when we go for each of the module then they will give a very detailed information ok, what will be covered in each of the sessions and what is to be a tool to be used similarly, to this kind of a schedule they will also provide you with the schedule for the long term programs as well ok.

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The slide is titled "Essentials for Documentation Design" and features a yellow text box with the following content:

Documentation can vary from project to project and from company to company. Following are essentials for documentation which are relevant to all:

- **Project overview** – This document contains a high-level overview of the design and the goals.
- **Target audience information** – This document lists relevant information about your audience, from user personas to data.
- **Project deliverables** – This document provides information about the design artifacts established during mock ups phases

The slide also includes a small video inset of a man in a green sweater and a footer with the IIT Kharagpur and NPTEL logos.

Now, so, what are the you know essential why are the essential what are the essential components of the documentation of a design. So, the documentation design documentations will vary from you know organization to organization and also from training program to training program.

So, it is not going to be not remain same for all training programs it is going to differ, but the content will you know the core crux will be remain same the objectives goals, audience instruction all that going to be remain same. So, what does it actually will have what are the essentials for this design documentation to have.

So, one is about you know it should have you know project overview, the training overview this should have a high level overview of our design and the goals of the

organization the training program you are defining that should be there part of the project overview what this you know training program is going to often. For example, middle level managers training program or you know preparing leadership training program. So, what should be the overall larger level content ok. So, and then a goal of the particular training program then about a target audience information's you need to really list down your audiences your participants for a training program who are going to be the participants, who are the audiences for your particular training program you know. So, for example, you might have repeated the training program multiple modules.

Let us say set 1 2 3 4 maybe first one you will be covering one section of the employee, two will be another section of the employees, may be the same training program will be offered in a different module or maybe in different times in 1 2 3 4 for one program there will be some specific audiences and two will be different audiences. Then deliverables ok, what is the you know deliverable of the training program so, how what is going to be offered part of the training program that should be part of it.

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Essentials for Documentation Design

- **Design guidelines** – This document describes the components and specifications required to build the solution.
- **Project scope and implementation plan** – This document describes the roles and flow of cross-team collaboration. The implementation plan documents the requirements necessary to complete the implementation of the design.
- **Operational instructions** – This document provides detailed instructions on how to perform common operational tasks after the design is implemented.

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And also, you should have a design guidance - this document will describe the component and specifications required to build the particular training program. So, how do you deliver the particular training program? So, then project scope and implementation plan this will describe ok how the training will be done; is there any requirement of you know a multiple departments teams to work together. So, how will

you deliver this training program what is the coordination and support you require from different departments.

For example, when you are designing a training program you might need a support from identifying experts from different departments. And also, you will have to support from finance sections about you know in terms of you know identifying or hiring service providers or a consultant or an expert. And also paying the sites and resources, materials it is not you know only in a learning and development department or an HR department does there is a lot of co-ordination required. So, you should say ok. How do you implement this particular training program?

Then operational instructions - it should also provide ok how the detailed instruction how to perform this training program. So, when it will be designed, how it will be delivered, who will deliver at what time? So, all detailed information about operationally how do you deliver and execute a training program. These are the essential component of the design documentations.

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Benefits of Documentation Design

Though there is no single way to conduct design documentation, and it varies by company and team. However, there are some important issues that can benefit every document design. They are as follows:

- Make documentation usable for the target audience
- Provide up-to-date documentation
- Work on design documentation incrementally
- Test documentation
- Avoid jargon
- Create easy access
- Provide visual or code samples in the document
- Update documentation automatically
- Find patterns in existing docs and turn them into templates

The slide features a blue and white background with a large gear icon on the left and a stylized atom icon on the right. A presenter in a green shirt is visible in the bottom right corner. The NPTEL logo is in the bottom left, and 'IIT Kharagpur' is written in the bottom center.

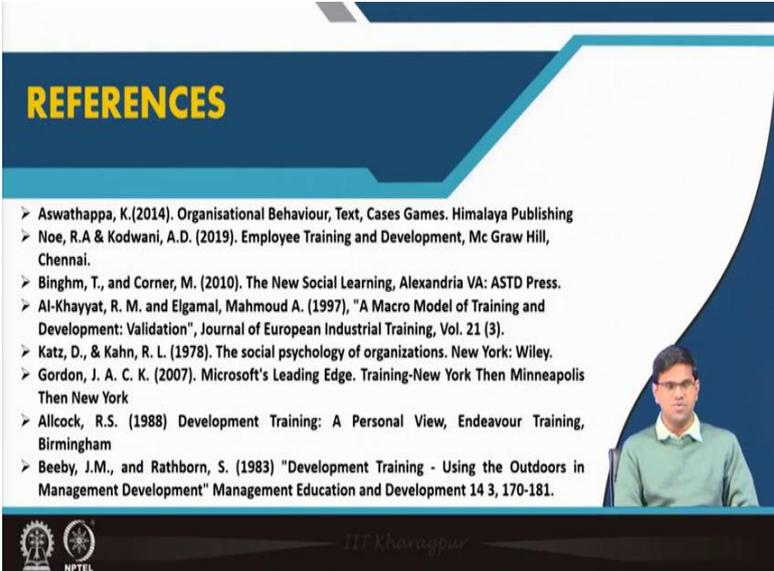
So, what are the benefits of you know this documentation designs you know as we are discussing there is no hard and fast rule of this is a specific sequence or the specific way in which you do. It may vary depend on organizations depend on a project or you know the size of the training program.

Because, but essentially what we are trying to see is that are we able to document all this information. So, that we have all the information's available. In case for a later reference or also to replicate in similar training programs and also to verify and you know see the compliance perspective also or did we follow all the steps which are required part of your designing and training program.

So, what are the benefits you know it make documentation usable for a target audience ok. So, there are a lot of benefits you know and provide up-to-date documentations and work on design documentation incrementally test documentations ok. And also, you know avoid jargons using jargons you know be clear on describing the terminologies on the document.

Create easy access to the documentations and provide visual or code samples in the document update the documentations automatically and you know in case in any patterns in existing documents turn them into a template. So, that you will be able to follow a similar template for a various set of training programs when you do and that documentation becomes easier, ok.

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So, these are the references.

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CONCLUSION

This part of lecture session has given clear picture on documentation design with an aim to make all learners aware about it and enhance their level of thinking and perception on all these aspects of documentation of training designing.

K. Management
→ Repository → Delivery → Evaluation
→ TNA →

The slide features a blue header with the word 'CONCLUSION' in yellow. Below it is a yellow text box containing the main message. To the right, a handwritten diagram in red ink shows a process flow: 'K. Management' at the top, followed by 'Repository', 'Delivery', and 'Evaluation' in a descending sequence. Below 'Repository' is 'TNA'. Arrows indicate a flow from left to right between 'Repository' and 'Delivery', and from 'Delivery' to 'Evaluation'. A large red arrow points upwards from the bottom left towards the 'Repository' stage. The bottom of the slide has logos for IIT Kharagpur and NPTEL.

In today's lecture, we discussed about what are the things we have to consider when we wanted to you know do the documentation there is it. Why this is important when we referred on the knowledge management. So, the knowledge management this design documentation also act as a, you know repository for this information's ok. So, when we you know document the information's for example, right from a trainee need as assessment to the delivery of the program and also evaluation.

When you have all this information right from this phase to this phase this act as a resource in case if an organization wanted to develop a new training program, they can always refer back to these documents to see ok. How it is been documented, what are the steps and stages been followed was it adequate and sufficient enough and you know how the delivery been conducted, how did they design and how the instructor has been chosen, how the profile have been documented.

Then the how the training program has been evaluated, what method is it, the during the training program, how it is been evaluated; post training program how it is been evaluated what is the outcome has been evaluated all this documentation is a very critical in a part of our design documentation. So, that will act as a repository for an organization to always refer back to.

So, with this we are completing this particular module and we will be meeting in the next module which we are going to talk about training evaluation as we already learned about

training need assessment then we talked about a transfer of training. Now, we already learned about how do you design a training program.

Now, the next module we will be talking about ok. So, we design the training program, delivering a training program. Now, how will you evaluate, what are the principles of evaluations. So, how do you design to evaluate the particular training program, which we will also discuss about how to evaluate the outcome based training programs as against the you know just a program based training programs all that we are going to see in the next module.

Thank you.