Developing Effective Training Policies and Procedures Training Course



28 Dec 2026 - 01 Jan 2027

Lisbon

4500 € (Per Person)

Ref: #TDD2599_189645

Course Introduction / Overview:

This course provides a comprehensive framework for designing, implementing, and managing robust training policies and standard operating procedures (SOPs) that drive organizational performance and ensure compliance. In today's dynamic business environment, having a clear and effective training governance structure is not just a matter of good practice but a strategic necessity. This program moves beyond theoretical concepts to offer practical, actionable strategies for creating a sustainable training ecosystem. We will explore how to align training initiatives with core business objectives, ensuring that every learning activity contributes to tangible results. Drawing on principles from influential figures like Robert Mager, particularly his work on performance-based objectives as detailed in "Preparing Instructional Objectives," participants will learn to write policies and procedures that are clear, measurable, and user-centric. BIG BEN Training Center has designed this course to empower professionals to build a culture of continuous improvement and operational excellence, transforming training from a cost center into a powerful driver of value and competitive advantage through effective workforce development and knowledge management.

Target Audience / This training course is suitable for:

- Human Resources Managers and Directors.
- Learning and Development (L&D) Specialists.
- Training Coordinators and Managers.
- Compliance and Quality Assurance Officers.
- Operational Managers and Team Leaders.
- Department Heads responsible for employee training.
- Instructional Designers and Curriculum Developers.
- Anyone involved in writing or overseeing corporate policies and procedures.

Target Sectors and Industries:

- Healthcare and Pharmaceuticals.
- Banking, Finance, and Insurance.
- Manufacturing and Engineering.
- Information Technology and Telecommunications.
- Aviation and Transportation.
- Oil and Gas.
- Hospitality and Customer Service.
- Governmental agencies and public sector organizations.

Target Organizations Departments:

- Human Resources.
- Learning and Development / Training.
- Operations Management.
- Quality Assurance and Control.
- Compliance and Legal.
- Health, Safety, and Environment (HSE).
- Customer Service.
- Information Technology.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a strategic framework for training policies aligned with organizational goals.
- Write clear, concise, and legally sound training policies and procedures.
- Design user-friendly Standard Operating Procedure (SOP) templates and formats.
- Conduct a thorough training needs analysis to inform policy development.
- Implement effective communication and change management plans for new policies.
- Establish a robust version control and document management system for training materials.
- Create evaluation metrics to measure the effectiveness and impact of training policies.
- Audit existing procedures for compliance, relevance, and efficiency.
- Foster a culture of continuous improvement within the training function.
- Manage stakeholder engagement and secure buy-in for new training initiatives.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and participant-centered. We believe that adult learning is most effective when it is directly applicable to real-world challenges. Therefore, this course moves beyond traditional lectures and incorporates a blended learning approach. Participants will engage in a variety of activities, including in-depth case study analysis of successful policy implementations, collaborative group workshops to draft sample policies and SOPs, and interactive brainstorming sessions. Practical exercises will provide hands-on experience in process mapping, policy writing, and developing communication plans. The facilitator will encourage open discussions and peer-to-peer feedback, creating a rich learning environment where participants can share experiences and solve problems collectively. Role-playing scenarios will be used to simulate challenges such as communicating policy changes and managing resistance. This immersive approach ensures that participants not only understand the concepts but also develop the confidence and skills to apply them effectively in their own organizations immediately upon returning to work.

Course Agenda (Course Units):

Unit One: Foundations of Strategic Training Governance

- The strategic role of training policies and procedures in an organization.
- Distinguishing between policies, procedures, standards, and guidelines.
- Legal and regulatory compliance considerations for training documentation.
- Conducting a training needs analysis to inform policy development.
- Aligning training policies with corporate strategy and business objectives.
- The lifecycle of a training policy from conception to retirement.
- Identifying key stakeholders and establishing a policy development team.

Unit Two: Designing and Developing Effective Training Policies

- Establishing a clear framework for your organization's training policy manual.
- Key components of a comprehensive training policy.
- Writing with clarity, precision, and an unambiguous tone.
- Incorporating principles of adult learning into policy design.
- The role of a policy committee in review and approval processes.
- Techniques for securing management buy-in and executive sponsorship.
- Developing policies for different training modalities (e.g., e-learning, instructor-led).

Unit Three: Crafting and Documenting Standard Operating Procedures (SOPs)

- Understanding the purpose and benefits of standardized procedures.
- Selecting the appropriate format for different types of SOPs.
- Utilizing process mapping and workflow analysis to document procedures.
- Writing clear, actionable steps for complex tasks.
- Integrating visual aids, checklists, and diagrams into SOPs.
- Best practices for numbering, version control, and document management.
- Testing and validating SOPs with end-users before official release.

Unit Four: Implementation, Communication, and Change Management

- Developing a comprehensive communication plan for new policies and procedures.
- Strategies for rolling out new training initiatives across the organization.
- Training the trainers and managers on new policies and SOPs.
- Applying change management principles to ensure smooth adoption.
- Identifying and overcoming potential resistance from employees.
- Utilizing technology and learning management systems (LMS) for dissemination.
- Monitoring initial implementation and gathering early feedback.

Unit Five: Evaluation, Auditing, and Continuous Improvement

- Establishing key performance indicators (KPIs) to measure policy effectiveness.
- Applying models like the Kirkpatrick Model for training evaluation.
- Conducting regular audits of training policies and SOPs for relevance and compliance.
- Creating effective feedback channels for employees to suggest improvements.
- Managing the policy and procedure review and revision cycle.
- Integrating policy management into the organization's knowledge management system.
- Building a culture of continuous improvement in training and development.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an organization balance the need for standardized procedures with the flexibility required for innovation and employee autonomy?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic and strategic perspective on training governance, moving beyond the mere mechanics of writing documents. While other programs may focus on providing templates, this course emphasizes the critical thinking required to develop a living, breathing system of policies and procedures that truly aligns with and drives business strategy. We focus on the "why" behind the "what," ensuring participants understand how to link every policy to a specific organizational outcome. The curriculum integrates principles of change management, stakeholder engagement, and continuous improvement, recognizing that the successful implementation of a policy is as important as its creation. By focusing on practical application through case studies, hands-on workshops, and peer collaboration, the course ensures that participants leave with not just knowledge, but with the skills and confidence to build a robust, compliant, and highly effective training framework that fosters a culture of excellence and adaptability within their organization.