MERCURY

Certified Training Manager CTM

15 – 19 March 2027
Kigali (Rwanda)



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Ref: 121468_1073413 **Date:** 15 – 19 March 2027 **Location:** Kigali (Rwanda) **Fees:** 5300 Euro

Introduction

The Certified Training Manager CTM course builds advanced expertise in managing and leading professional training functions within modern organizations. It provides a structured understanding of how training contributes to organizational performance, employee capability development, and strategic workforce planning. Participants explore how to design, implement, and evaluate effective training systems aligned with business goals. The course emphasizes the practical application of training management principles in corporate and institutional environments. It also strengthens decision-making skills in learning and development operations. Participants will manage training departments with confidence, efficiency, and measurable impact.

Targeted Groups

This Certified Training Manager CTM training targets professionals seeking knowledge and skills:

- HR professionals are responsible for workforce development and training systems.
- Learning and development specialists in corporate environments.
- Training coordinators aiming to advance into managerial roles.
- Organizational development consultants and advisors.
- Supervisors managing employee performance improvement programs.
- Instructional designers seeking leadership responsibilities.
- Administrative managers oversee internal training activities.

Course Objectives

Participants will achieve the following objectives by completing the Certified Training Manager CTM course:

- Understand the principles of modern training management and its role in organizational success.
- Develop the ability to design structured training strategies aligned with business objectives.
- Apply training needs analysis techniques to accurately identify skill gaps.
- Build effective learning programs that enhance employee performance and productivity.
- Manage training budgets, resources, and scheduling efficiently within organizations.
- Evaluate training effectiveness using measurable performance indicators and feedback tools.
- Strengthen leadership capabilities in managing training teams and stakeholders.
- Integrate continuous improvement practices into learning and development systems.

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Targeted Competencies

Participants will gain the following competencies during the Certified Training Manager CTM program:

- Strategic planning of training and development programs aligned with organizational goals.
- Conducting comprehensive training needs assessments using structured methods.
- Designing learner-centered training frameworks for diverse workforce groups.
- Managing training operations, logistics, and delivery processes effectively.
- Evaluating learning outcomes using performance-based assessment tools.
- Leading training teams and coordinating with internal and external stakeholders.
- Applying quality improvement techniques in training systems and processes.

Studying Scenarios

In this Certified Training Manager CTM training, participants develop skills through the following scenarios:

- Analyzing organizational skill gaps and designing targeted training interventions.
- Managing a corporate training program rollout across multiple departments.
- Resolving challenges in employee engagement during training delivery sessions.
- Evaluating training effectiveness using real performance data and feedback reports.
- Redesigning outdated training modules to meet evolving business requirements.

Course Content

Unit 1: Foundations of Training Management

- Introduction to training management principles and organizational learning structures.
- Role of a certified training manager in modern corporate environments.
- Overview of training management systems and their strategic importance.
- Relationship between training, performance improvement, and business growth.
- Key responsibilities of learning and development manager roles.
- Understanding training lifecycle stages from planning to evaluation.
- Overview of corporate training manager competencies and expectations.

Unit 2: Training Needs Analysis and Workforce Development

- Understanding training needs analysis methodologies and frameworks.
- Identifying organizational skill gaps and performance deficiencies.
- Tools and techniques for collecting data on training requirements.
- Aligning workforce development strategies with organizational goals.
- Prioritizing training needs based on business impact and urgency.
- Structuring learning and development plans for different job roles.
- Reporting and documenting the outcomes of training needs analysis effectively.
- Applying data-driven decision-making in training program design.

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Unit 3: Instructional Design and Program Development

- Principles of instructional design in corporate training environments.
- Developing structured learning objectives aligned with performance goals.
- Creating engaging training content for diverse learner groups.
- Designing blended learning and digital training solutions.
- Selecting appropriate training methods and delivery formats.
- Building competency-based learning pathways for employees.
- Ensuring alignment between content design and organizational needs.
- Quality assurance in instructional design for training programs.

Unit 4: Training Delivery and Facilitation Management

- Managing classroom and virtual training delivery environments.
- Techniques for effective facilitation and learner engagement.
- Handling participant interaction and group dynamics during training.
- Communication skills for professional training delivery.
- Managing training schedules, logistics, and resource allocation.
- Adapting training delivery methods for different learning styles.
- Overcoming challenges in real-time training environments.
- Ensuring consistency and quality in training facilitation processes.

Unit 5: Training Evaluation and Continuous Improvement

- Introduction to training evaluation models and measurement systems.
- Assessing learning outcomes and behavioral change in employees.
- Using performance indicators to measure training effectiveness.
- Collecting and analyzing participant feedback for improvement.
- Linking training results to organizational performance metrics.
- Continuous improvement strategies for training programs and systems.
- Reporting training impact to stakeholders and decision-makers.
- Enhancing training ROI through evaluation insights.

Final Insights & Key Takeaways

The Certified Training Manager CTM course builds a strong foundation for managing end-to-end training systems within organizations. It prepares professionals to lead strategic learning initiatives that directly improve workforce performance and organizational growth.