

# FIRST CLASS DELIVERY

Building & Maintaining  
a Successful Training  
Delivery Team



Welcome to the GP Strategies Guide to Building and Maintaining a Successful Training Delivery Team.

You may already have a delivery team in place.

You may be in need of delivery capability to help solve a business problem or deliver an amazing opportunity.

Whatever the situation. Large or small. Local, national or international. Low or high complexity. We have the skills, quality and resources to help you.

From understanding the initial training delivery need, to performance management of individual trainers, and engagement with the facilitator community, this guide outlines key factors and best practice in building and maintaining a successful training delivery team that consistently delivers the best results.

## WHY IS COLLABORATION? IMPORTANT?

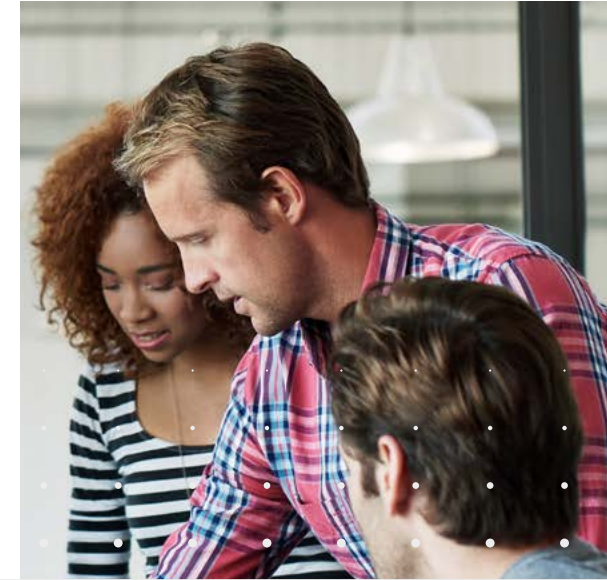
We adopt a structured, engaging, and **collaborative** approach to building our training delivery teams on behalf of, and with our customers.

When each collaborator knows the part they have to play, with a clear purpose and checklist to follow, they automatically become more **engaged** in the whole process. It also serves as a great learning and planning tool, and ensures that no matter who picks up which stage of the build, there is **consistency**.



**WATCH  
INTRODUCTION  
VIDEO**

# SIX PILLARS OF BUILDING & MAINTAINING A SUCCESSFUL TRAINING DELIVERY TEAM



Our global training delivery teams are built on six key pillars that make up our Global Training Facilitator Operating Model. Each with its own purpose, governance, documentation and fully mapped processes. Together they enable us to create and build the most effective training delivery teams.





# CUSTOMER ALIGNMENT



80  
percent

**FACILITATOR  
MATCH SUCCESS  
RATE**

As your partner, our aim at the outset is to **listen**. This helps us to align with your needs right from the start to create a joint venture for success. We **consult** with you to ascertain key details around **vision**, strategy, **ambition**, and success criteria to help build a strong foundation.

Getting off to the strongest start is important for alignment and enables us to provide the right facilitators to match your requirement. We strive to get to the root of your business problem, challenges or opportunities at the outset. And that's why we may ask some probing questions.


We'll agree the type of facilitator that is required and create a role profile to keep both parties aligned. The more effort we put in up front, the more time and cost we save later in the journey. We have a success rate for providing the best facilitator match of around 80%. This means with effective alignment and collaboration up front, from every 10 facilitators we present to you, 8 of those go on to be successfully onboarded, certified, and ready to deliver training.



**WATCH CUSTOMER  
ALIGNMENT VIDEO**

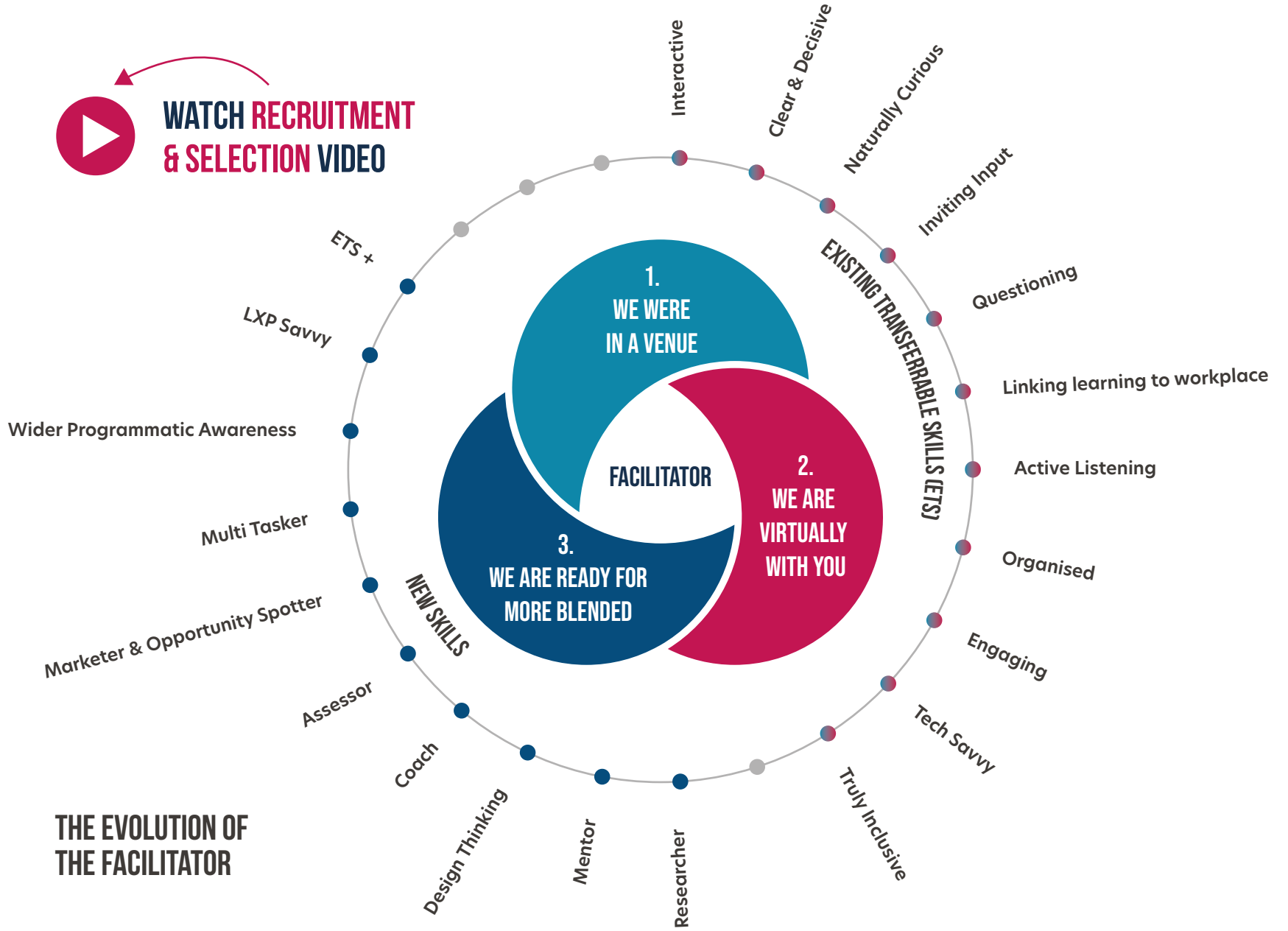


## KEY QUESTIONS

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- // Where are you in the design phase?
  - // What modalities have been selected and what drove that decision?
  - // How soon can we access the materials?
  - // Can we support the design phase with subject matter expert (SME) support?
  - // What is the delivery volume, location, language requirements, audience levels and specialisms needed?

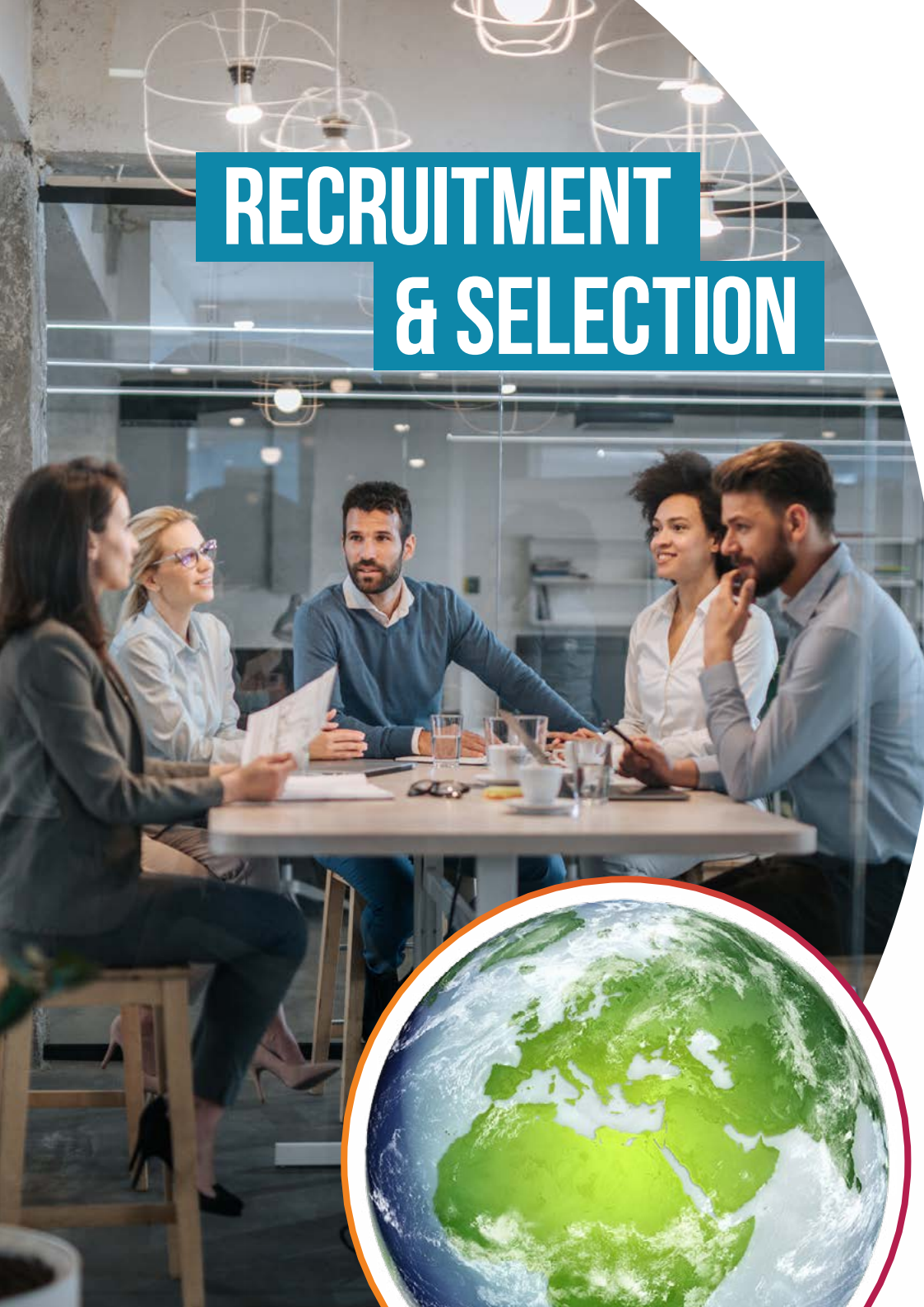
# RECRUITMENT & SELECTION

 **WATCH RECRUITMENT & SELECTION VIDEO**



**THE EVOLUTION OF THE FACILITATOR**

# RECRUITMENT & SELECTION



Following the initial alignment stage and agreed requirements, we then move to the recruitment and selection stage. Based on the **role profile** created together, we review our global, regional, and in-country facilitator databases for an initial search.

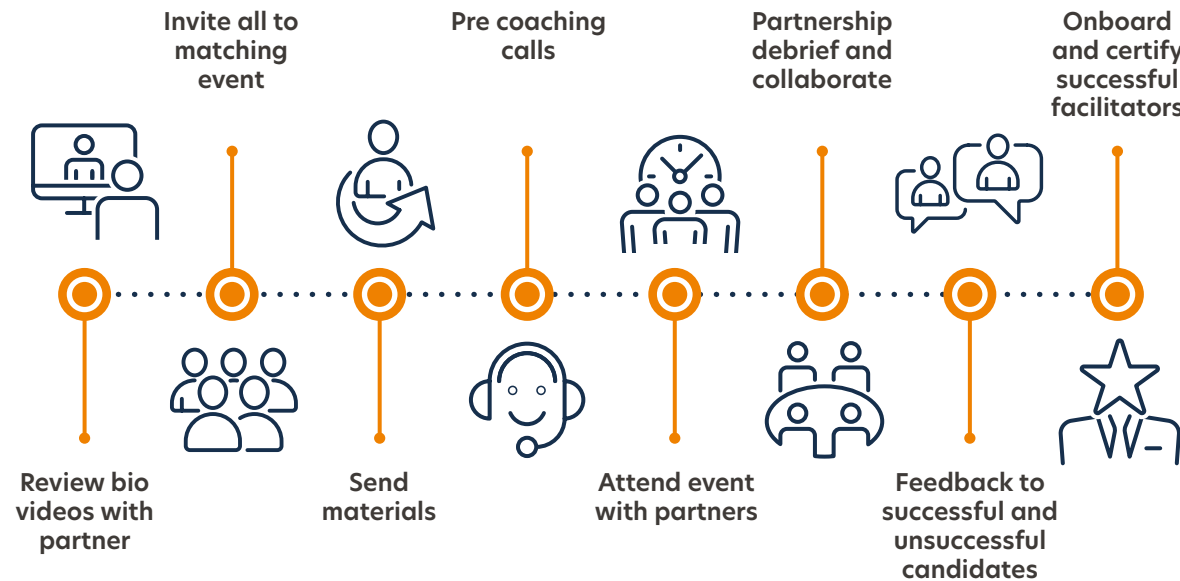
Whatever your delivery requirements are, be it by location, language, specialism, audience seniority, duration or method, it is highly likely that this will result in a **successful match**.

If not, we reach out to our wider global network where we have access to recruitment and supply chain management functions who can recruit or contract with additional associates for the most suitable facilitator match. This process ensures we search a wide demographic that takes into account all elements of **diversity, inclusion, and equity**.

The age of sifting through endless CVs in various shapes and sizes is over.

We provide standardised biographies and short intro videos, as well as additional requirements videos to ensure you get a well rounded and relevant perspective of potential candidates.

# FACILITATOR ASSESSMENT EVENT



A joint assessment event follows, either virtually or face-to-face, bringing you together with the shortlisted candidates. For this event, each candidate delivers agreed content to you and the other candidates. They then provide feedback to each other, as well as receiving feedback from yourself and GP Strategies. We calibrate and rank who is the best fit and provide feedback to each and every person, whether they are successful or not. All parties benefit from this practice and this robust process enables us to achieve and maintain our **80% success rate**.

For those facilitators that aren't successful initially but have the potential to meet future requirements, we invest time in **developing** them for the next rollout, building their skills against specific competencies and standards.



# FACILITATOR ASSESSMENT EVENT

## BENEFITS FOR ALL

### FACILITATORS

Opportunity to see peers in action

Receive peer feedback they would not normally receive

Developmental feedback and positives provided

Well organised and structured assessment events

### CUSTOMER

Additional decision making point up front saves time later

Costs saved on certification

Builds reassurance, trust and confidence

Joint accountability for decision making

Multi-dimensional recruitment experience

### GP STRATEGIES

Keeps standards consistently high

Saves onboarding and certification costs

Drives a fully inclusive, partnership approach with customers

“

*Opportunities wise, I've been able to expand the work I've done with GP Strategies from a small range to working with multiple clients globally on a range of topics that fall within my skillset.*

*GP Strategies are a professional and collaborative partner who support both their clients and associates, offering a first class service that aligns to accomplishment of business outcomes.*

*I embarked on a new journey with GP Strategies at a matching event in Bangalore during the pandemic. It's a rapidly growing organisation that provides people with several opportunities for learning and development and for gaining invaluable experience within a multinational, versatile and talented environment.*



## KEY QUESTIONS

- // Who do we need and why?
- // Do we have a good fit for each other and for our customer?
- // Have we pushed ourselves demographically? Taken full account of DE&I?
- // Will this person push us forward and add value to our existing team?



# ONBOARDING & CERTIFICATION

Once we have mutually agreed the facilitators that we want to utilise, we take them through the onboarding and certification process. This involves an initial orientation into GP Strategies before being fully immersed into your vision, mission, and values.

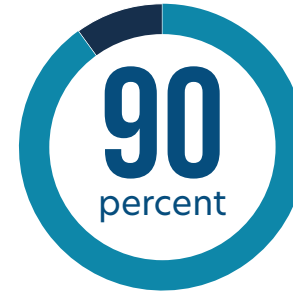
We follow this with a structured upskill and certification programme that involves Subject Matter Experts (SME), Course Designers, and Senior Facilitators. We ensure the new facilitator has the correct systems, materials, and support needed to have the best possible chance at success. The level of robustness required in the certification process is agreed on upfront.

For this, we suggest a four stage approach:

- Material review and access to the SME, Course Designer, Senior Facilitator for Q&A
- Facilitator to attend a course as a participant/observer
- Facilitator to co-deliver the course
- Facilitator to deliver the course solo for final certification

Combined with the recruitment and selection stage, this process enables a high success rate for certification. 90% of those entered into the certification stage successfully pass first time.

This is our recommended approach, however we work closely with you to agree and create the right process to meet specific certification requirements.



**FIRST TIME  
PASS RATE**

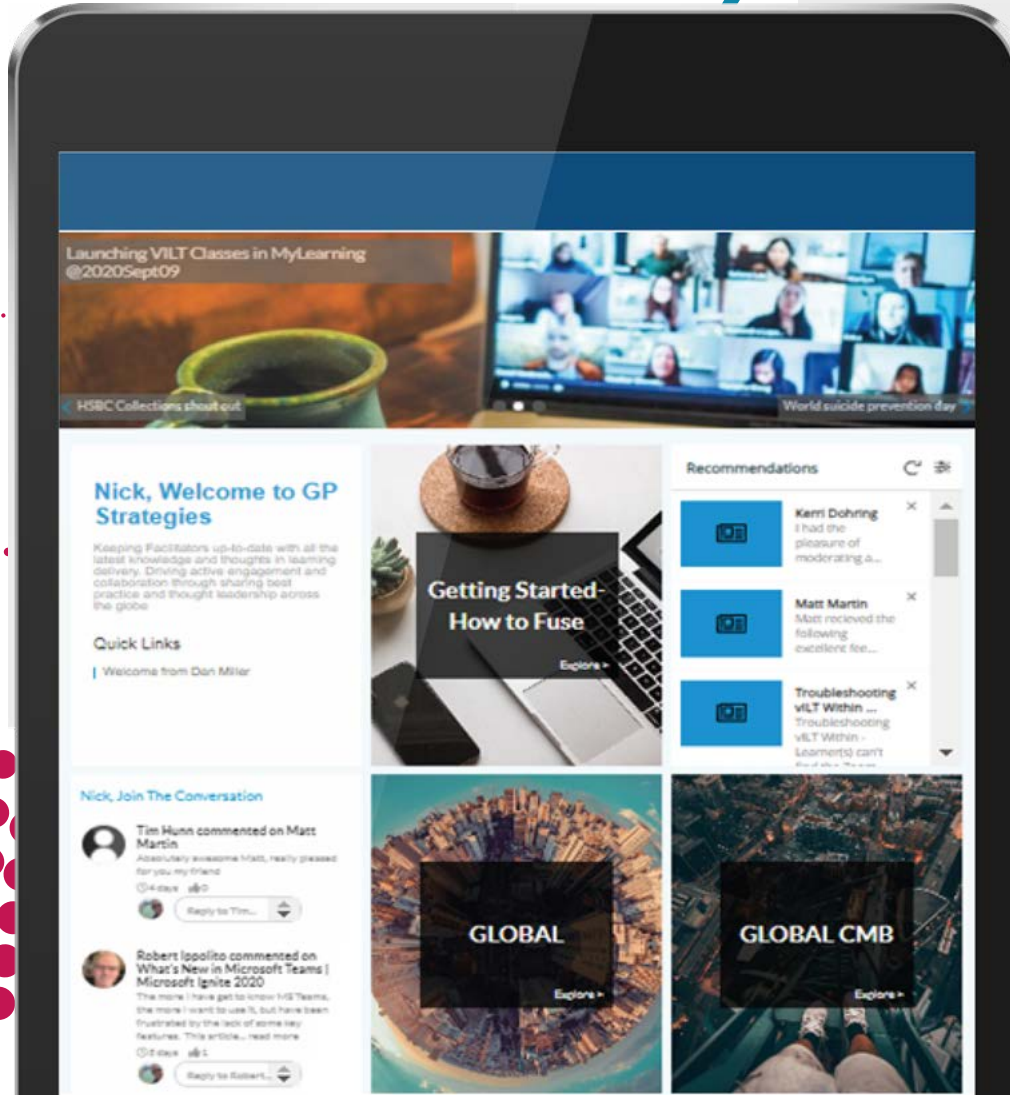


*As an associate I have witnessed an exceptionally structured, open, and phenomenal work culture at GP Strategies with regards to every single communication or deployment. I strongly believe that GP Strategies provides an exemplary focus on people and presents opportunities for individuals to progress and develop across a range of diversified areas.*



**WATCH  
ONBOARDING VIDEO**

# COMMUNITY



By this stage, a good collaborative relationship with the facilitators has been established. However it does not stop there. With many organisations working more virtually, **connectivity** is an absolute priority.

Whilst there's less coffee meets and water cooler moments, we've created the next best thing with easy access to our learning experience platform. A community portal for the whole team to **share** ideas, pictures, stories, and videos as well as manage performance and ongoing personal development.

It is a space to engage, share best practice, like, comment and recommend content, and somewhere to share hot topics, updates, and the latest industry insights and innovations. It's also where outstanding training delivery and success is recognised and celebrated.

The community portal hosts a **Skills and Competency Framework (SC&F)** that enables ongoing performance management and development to ensure standards are met and skills updated. The S&CF shows the delivery standards expected, giving the management team the ability to assess performance, assign a learning plan, and track progress against it.

# COMMUNITY

There's a raft of development solutions in the form of articles, videos, podcasts, as well as research and case studies to help facilitators be at their best for every delivery.

Bespoke community groups such as regions, countries, and learning categories, can be set up with private access available just for that group. We can also monitor who is accessing the platform and when, enabling us to create timely communications to maximise exposure and utilise opportunities to **interact**, respond and pivot if needed.

For example, if you have just designed and started delivering a new course, we can use the community portal to gauge how it is working from both a facilitator and learner perspective.



*I've always valued the personal touch from the people at GP Strategies. From the guys on the scheduling team to the purchase order and accounts teams, everyone is there to help when you need them.*

*As an associate they are a communicative organisation who believe in regular engagement and recognition of both their employees and associates, ensuring they retain a motivated and committed team.*

*We are all a part of a large team that collectively works towards excelling client expectations and over delivering on promises. The communication in the team is transparent, thoughtful and timely.*



## KEY QUESTIONS

- // How can we keep the community active?
- // What do we need to know quickly from our facilitators?
- // What information needs to be digested quickly and signed for as evidence of reading?
- // How is engagement improving, where are we seeing traction?

# UPSKILLING

New ways of working and modalities are never far away. The pandemic has taught us much, and not least how we have to remain **flexible** in our approach. Upskilling and learning is a constant.

A recent example of this has seen our entire global training team upskilled to facilitate virtually, using platforms such as Teams, Zoom, & Adobe. We provided lighting, microphones and green screen equipment, enabling facilitators to provide the very best learning experience they can for learners.

We have a **best in class** virtual upskill programme that enables facilitators to participate in a half day workshop alongside preparation and post coursework, taking approximately 1.5 days to complete.

## VIRTUAL MODERATOR UPSKILL PROGRAMME



### PRE-WORKSHOP

Pre-workshop resources and activities designed to enable participants to have a live Zoom account and some experience of its functionality in order to support Live Online Learning (LOL) sessions with solutions focus.

Pre-selection by managers through historical delivery performance or new observation.



### ZOOM & THE VIRTUAL CLASSROOM - 1/2 DAY

Core workshop with the dual aims of supporting technical understanding of moderator requirements in Zoom and then understanding how to facilitate and use this functionality in order to lead successful LOL events.



### POST-WORKSHOP

Post-workshop resources and activities designed finalise learning and embed new skills with the overall outcome of certification as VILT facilitator.



WATCH  
UPSKILLING VIDEO



# UPSKILLING



*Every time support and upskilling has been made available from GP Strategies to ensure that as a professional, I'm best placed to use my skills to their maximum and deliver great sessions for the client.*

*I have had multiple opportunities to get involved not only with facilitation but content design and creation as well. With an immense support from operations as well as faculty team, I have had enriching experience of working in different geographies and evolved as a professional.*



## KEY QUESTIONS

- // What's coming that is new?
- // How can we stay innovative as facilitators?
- // What are others doing in this field?

# EVALUATION & REPORTING

We can only go from good to great if we continually assess and optimise performance.

Our evaluation and reporting capabilities enables us to monitor facilitator and training **quality** along with levels of utilisation. We can see trends at a course and trainer level, providing you with relevant reporting.

Our Learning Resource Management (LRM) system gives us the capability to assess past, present and future levels of utilisation. At the push of a button, the relevant data and reporting gives us great visibility and enables us as leaders to fully optimise the delivery team and make effective planning and resourcing decisions;

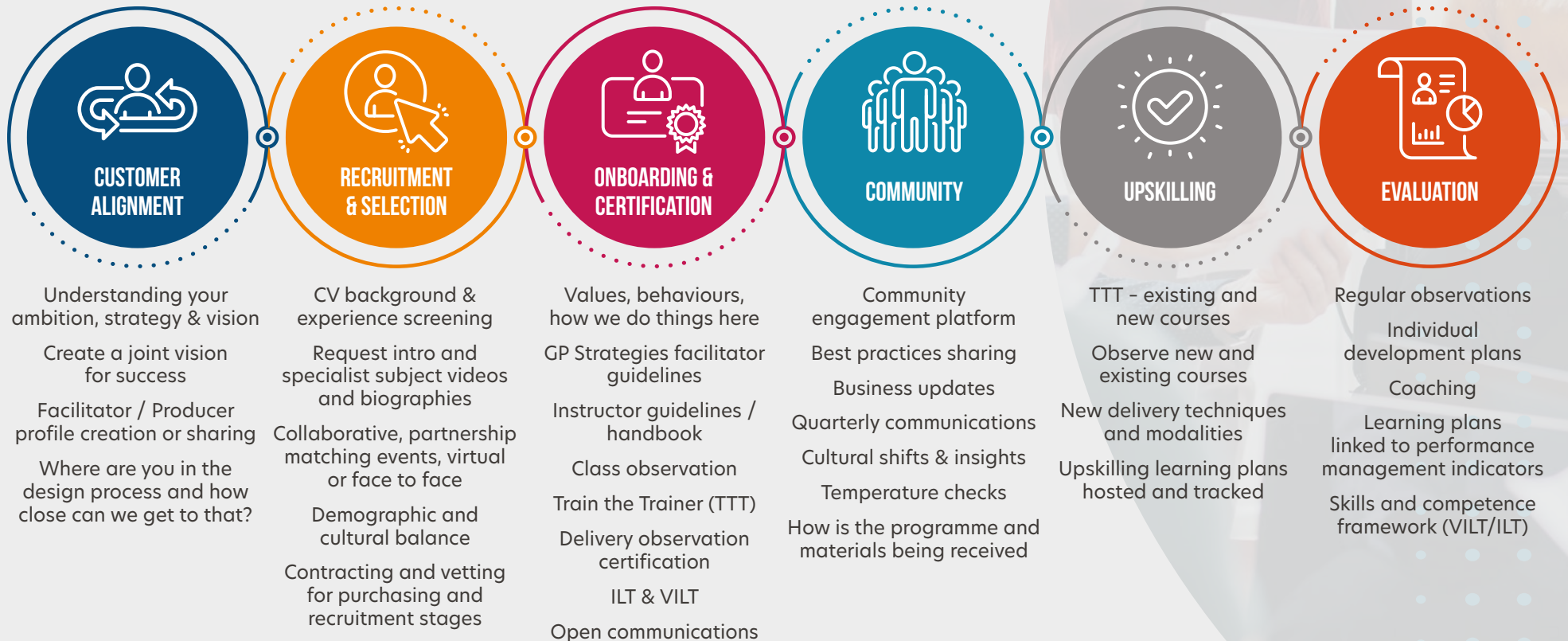
- Set the right utilisation target.
- Check the diversity of classes facilitators are delivering. The key is to keep them engaged and interested and keep the delivery in the interest of where they are in their development journey.
- Check for fatigue and burnout in a virtual world.
- Ensure there is adequate development time.
- Provide a view on all non-delivery activity such as design, consultancy, admin, and holidays.
- Ensure staffing levels are correct.
- Share and switch resource where availability allows.



*The leadership and teams own and practice what they preach: honing a growth mindset, demonstrating genuine empathy with colleagues and clients alike, with a focus on innovative solution building and creating a true win-win for all. It's brilliant to be part of such a great team.*

# SUMMARY

Customer alignment is our key focus. Understanding your ambition, strategy and vision is a priority that sets up everything else that follows. The six key pillars guide each area of the process to ensure we create and maintain the most successful Global Training Delivery Team to meet your needs.



**FOR MORE INFORMATION OR TO FIND OUT HOW WE  
CAN SUPPORT YOUR TRAINING DELIVERY VISIT:**

**[gpstrategies.com/uk/learning-delivery](https://gpstrategies.com/uk/learning-delivery)**

**CONTACT:**

**[gpstrategies.com/contact-us](https://gpstrategies.com/contact-us)**

**WE LOOK FORWARD TO HEARING FROM YOU**

