Miami Dade College

Course Description
HFT2223 | Training Skills and Development | 3.00 credits
In this intermediary course the student will learn effective training processes. The course considers the assessment and analysis of training needs, the systematic design of instruction, the evaluation of training programs, and management of the training programs, and functions. The student will have the necessary skills in order to develop and conduct training sessions.

Course Competencies:
Competency 1: The student will describe how training and development affect today's workforce and hospitality organizations by:
1. Explaining the role of training and development in enhancing employee skills, knowledge, and performance in the dynamic and evolving hospitality industry
2. Describing the impact of effective training and development programs on employee engagement, retention, and organizational productivity
3. Analyzing the relationship between training and development initiatives and the ability of hospitality organizations to adapt to changing industry trends and customer expectations

Competency 2: The student will identify training issues of the twenty-first century and the types of training careers that will be available by:
1. Identifying emerging trends and challenges in the hospitality industry that require specialized training, such as sustainability, technology integration, and cultural competence
2. Exploring the various career paths and opportunities in the field of training and development, including roles such as instructional designers, training coordinators, and e-learning specialists
3. Discussing the skills and competencies required for successful careers in training, considering the evolving needs of industry and the demands of the twenty-first-century workforce

Competency 3: The student will explain how training is an investment in the organization by:
1. Describing the long-term benefits and advantages of investing in employee training and development, such as increased employee motivation, improved performance, and enhanced customer satisfaction
2. Analyzing the relationship between training investments and organizational outcomes, such as productivity, profitability, and competitive advantage
3. Discussing the importance of aligning training initiatives with organizational goals and strategies to maximize the return on investment and ensure long-term success

Competency 4: The student will calculate benefits, costs, and return on investment of training and development activities by:
1. Analyzing the direct and indirect benefits of training and development programs, such as increased employee productivity, reduced turnover, and improved customer satisfaction
2. Identifying and quantifying the costs associated with training and development, including expenses related to program design, delivery, and evaluation
3. Applying appropriate financial analysis techniques to calculate the return on investment (ROI) of training and development activities, considering both the tangible and intangible outcomes

Competency 5: The student will describe the types of training needs assessments hospitality organizations conduct and how they are implemented by:
1. Explaining the different methods and tools used in conducting training needs assessments, such as surveys, focus groups, and performance evaluations, to identify skill gaps and training requirements
2. Discussing the process of collecting and analyzing data during a training needs assessment, including the importance of involving key stakeholders and ensuring data validity and reliability
3. Describing how training needs assessments inform the design and development of training programs, ensuring alignment between organizational goals, employee competencies, and training interventions

Competency 6: The student will explain how to analyze needs assessment data and use the information to improve the organization by:
1. Applying data analysis techniques, such as statistical analysis and trend identification, to interpret the findings of a training needs assessment and identify patterns and areas for improvement
2. Utilizing data visualization tools to present needs assessment data in a clear and meaningful way, facilitating decision-making and communication within the organization
3. Discussing strategies for translating needs assessment findings into actionable steps, such as developing targeted training programs, modifying job roles, or implementing performance improvement initiatives, to address identified gaps and enhance organizational effectiveness

Competency 7: The student will outline the instructional design process and explain how each of its steps are implemented by:
1. Identifying and describing the key steps involved in the instructional design process, including needs assessment, learning objectives development, content creation, instructional strategies selection, and evaluation
2. Explaining how the needs assessment phase is conducted, including data collection methods, analysis techniques, and stakeholder involvement
3. Describing the implementation of each step in the instructional design process, such as creating engaging and interactive learning materials, selecting appropriate instructional methods, and conducting formative and summative evaluations

Competency 8: The student will describe effective training openers, icebreakers, exercises, activities, games, and closers by:
1. Identifying and describing different types of training openers, icebreakers, and closers that can be used to engage participants, create a positive learning environment, and set the tone for the training session
2. Describing effective training exercises, activities, and games that promote active learning, encourage participation, and reinforce key concepts and skills
3. Discussing strategies for selecting and adapting training openers, icebreakers, exercises, activities, games, and closers to meet the specific learning objectives and needs of the participants

Competency 9: The student will explain how support media can be used to facilitate training sessions by:
1. Exploring different types of support media, such as videos, audio recordings, slideshows, and interactive online platforms, and how they can enhance the learning experience during training sessions
2. Describing the benefits and limitations of using support media in training, such as increasing engagement, providing visual aids, and reinforcing key concepts
3. Discussing strategies for effectively integrating support media into training sessions, including considerations for accessibility, usability, and audience preferences

Competency 10: The student will identify what types of technology are affecting training and how they can be incorporated into a hospitality organization by:
1. Identifying emerging technologies that are impacting the field of training, such as virtual reality, augmented reality, mobile applications, and learning management systems
2. Explaining how these technologies can be leveraged to enhance training programs, such as providing immersive learning experiences, enabling mobile learning, and facilitating efficient tracking and management of training activities
3. Discussing strategies for incorporating technology into a hospitality organization's training initiatives, including considerations for infrastructure, training resources, and employee accessibility

Learning Outcomes:
*   Communicate effectively using listening, speaking, reading, and writing skills
*   Use quantitative analytical skills to evaluate and process numerical data
*   Solve problems using critical and creative thinking and scientific reasoning
*   Formulate strategies to locate, evaluate, and apply information
*   Demonstrate knowledge of ethical thinking and its application to issues in society