

TRAIN THE TRAINER

TRAINING IN-HOUSE EXPERTS TO TRANSFER TECHNICAL EXPERTISE TO CUSTOMERS AND SUBCONTRACTORS

TESTIMONIAL

“Getting the Cegos project manager involved right from the tendering phase was one of the keys to our project’s success.

She very quickly mapped out our expectations and goals, and came up with ideas and proposals.

The contribution of two trainers turned out to be hugely beneficial: thanks to good coordination among all those involved, our trainers were able to take advantage of their complementary expertise in terms of teaching input and during the coaching phases.”

Véronique Péron, Corporate HR Development Manager

Shapers' decided to set up the Shapers' Institute of Toolmaking to consolidate and transfer its technical expertise to its customers and subcontractors. Setting up the training institute was also part of the group's strategic workforce planning: it was a means of helping Shapers' technical experts document their best practices and pass on their know-how.

Before launching its institute, Shapers' called in Cegos to set up a train-the-trainer professional development course. The idea was to train eight occasional in-house trainers to design and lead technical training courses that could then be offered by the institute.

The programme put together by Cegos consists of a two-day module on course design, followed by a two-week phase of small-group work, then two days of workshops to round off the training module.

The first module was co-developed in one and a half months by Cegos and the SHAPERS' experts. These experts, drawn from four of the group's subsidiaries (in Poland, France, India and Germany), then tested the module in their respective home countries. This gave them an opportunity to polish their training delivery skills and validate the launch of this inaugural module.

The first training module is now available and marketed by the institute.

BENEFITS

- A team of eight experts/trainers has been formed
- The first module was put on the market four months after the train-the-trainer course
- Very satisfying feedback from both internal and external customers
- The Shapers' experts have acquired additional skills

KEY SUCCESS FACTORS

- Cegos' role as a source of ideas and proposals: training methods, tools to be developed for the pilot phase, coaching
- Action learning methods
- The initiative is part of strategic workforce planning
- A team of multicultural technical experts to design training modules that share the best practices used in each subsidiary