

# Certificate Program in Training and Development

## What is Training and Development?

Training and development is a systematic process of analyzing and improving employee performance. It encompasses activities that are provided by organizations to help both employees and organizations achieve their goals. Such activities include performance analysis, training, career development, and program evaluation. Training and development professionals function as program designers, trainers, organization development consultants, process analysts, and program evaluators. They work in a variety of business firms, government agencies, healthcare operations, and other organizations.

## How Can This Program Benefit You?

The experience gained from classroom instruction and interaction should provide you with the background and skills essential to analyzing employee performance and delivering effective performance improvement programs. You will also find that your network of resources and contacts will expand as you interact with individuals who share many of the same professional interests and concerns.

### The program will help you develop your professional knowledge and skills to:

- Analyze employee performance needs
- Specify training and non-training solutions to improve employee performance
- Design career and succession management programs
- Design, develop, and deliver training programs

## Training and Development

### Certificate Content

The Certificate Program in Training and Development consists of the following six courses, four of which must be completed successfully in order to receive the certificate.

#### REQUIRED

##### TRDEV 418 Instructional Methods in Training and Development

Basic strategies and techniques for identifying employee learning needs and for designing and delivering effective training programs to address those needs.

##### TRDEV 460 Foundations in Training and Development

Introduction to key areas of practice in training and development, including performance analysis, training, career development, and organization development.

#### ELECTIVES (choose two)

##### TRDEV 421 Presentation Skills for New Trainers

Enhance platform skills in delivering training programs, including the use of voice, audiovisual aids, group facilitation, and personal presence.

##### TRDEV 431 Basic Technology Skills in Training

Fundamentals for integrating basic technology skills, including word processing, database management, and webpage development, into the design of training programs.

##### TRDEV 470 HRD Tools and Techniques

Provides an overview of the human resources function in organizations and examines the role of human resource development (HRD) and human resource management in relation to performing key tasks in the human resources function. Investigates contemporary perspectives of HRD as a transformational function responsible for adding value and delivering results within organizations.

##### TRDEV 475 Career and Succession Management

Examines a systemic approach for integrating career planning and succession planning programs in organizations through the study of career management concepts including core competency development, individual development plans, and performance management.

*"Many of the technical training programs that I have been responsible for as director of technical maintenance seemed to be adequate at best, and many were poor. This raised many questions regarding the design, delivery, and results of the training programs. Penn State Harrisburg's Training and Development program answered these questions and many others for me. The program provides the knowledge, direction, and necessary tools for those interested in being proficient in training and development with the goal of providing quality continuous improvement opportunities for today's knowledge worker."*

**Ray Delo**  
Director of Maintenance Services, Southeast Region  
Pennsylvania American Water Company  
Hershey, PA  
M.Ed. in Training and Development, 2004

*"Penn State's Training and Development program provided me with the presentation, performance analysis, project management, and training design skills required to effectively perform my job. Most of the courses were project-based, which allowed me to apply the processes learned to real-life situations at work. The small class size and experienced staff enhanced my learning along the way, in addition to the wonderful friendships I made with fellow students."*

**Patricia Strayer**  
Training and Development Coordinator  
Turkey Hill Dairy  
M.Ed. in Training and Development, 2004

## Admissions Criteria

Individuals who hold a valid associate degree or any higher degree from a regionally accredited college or university may take courses in this certificate program. Participants may also have been enrolled at the junior or senior level in a baccalaureate degree program in any academic field.

## Certificate Requirement

Upon satisfactory completion of the four courses, the candidate submits a request to the Penn State Harrisburg Office of Continuing Education to initiate the certificate of completion process.

## The Faculty

Certificate program faculty are members of the Training and Development staff and/or affiliated members who have been recruited for their special abilities, or are graduates of the master's degree program in Training and Development.

Analyzing and  
improving  
employee  
learning and  
performance



## Master of Education in Training and Development

**Training and Development Certificate Program courses may be used toward completion of the Master of Education in Training and Development.**

- Candidates must hold a baccalaureate degree prior to admission into the master's program.
- Courses must have been completed no more than five years prior to admission.
- No more than four courses may be transferred into the master's program in Training and Development.



## Master's Degree Program in Training and Development

The Training and Development Program is the only one of its kind in southcentral Pennsylvania. It is designed to prepare training and development professionals for a broad range of professional responsibilities, including performance analysis, training design and delivery, career development, organization development, and program evaluation.

The specific goals of the program include the development of knowledge and skills that enable students to:

- Analyze employee performance
- Specify training and non-training solutions to improve employee performance
- Design and develop training programs
- Develop training activities and materials
- Plan and manage organization development and change
- Design career development programs
- Evaluate training and development programs
- Manage complex projects using appropriate consulting and project management skills

## Master of Education in Training and Development

### Admission Requirements

An applicant must hold a baccalaureate degree in any field from a regionally accredited, college-level institution. Admission decisions are based primarily on an applicant's junior/senior cumulative grade-point average. Results of any postbaccalaureate course work, professional experience, and the applicant's statements provided in the application and goal statement also are considered. The best qualified applicants will be accepted up to the number of spaces available for new students.

A complete description of the M.Ed. in Training and Development can be found at

<http://www.hbg.psu.edu/bsed/trdev/>

### Additional Information

#### About program content:

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#### About course schedules and registration:

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The Lancaster Center

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**Web site:** [www.lancastercenter.psu.edu](http://www.lancastercenter.psu.edu)

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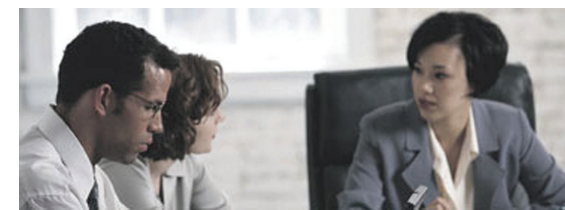


## Certificate Program in Training and Development

*A four-course program offered at Penn State, The Lancaster Center*

### Participants will learn to:

- Analyze employee performance needs
- Specify training and non-training solutions to improve employee performance
- Design career and succession management programs
- Design, develop, and deliver training programs



An outreach service of the Penn State Harrisburg School of Behavioral Sciences and Education