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## **People In Progress LLC – Employment Opportunities**

Please address all inquires and applications to:

Terry Hawkins CEO  
People In Progress LLC  
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### **Job Description - Training Manager**

#### **BASIC FUNCTION:**

The initial job function of the Training Manager for People In Progress LLC (PIP) is to provide outstanding training experiences for our contract and ad hoc clients in both in-house and public programs. The training programs can vary from 2 hours to 3-day durations and can be at any time of the day/evening. This role delivers the majority of our product and as such, great importance is placed on the Training Managers ability to deliver exceptional training on a consistent basis.

#### **PRINCIPAL DUTIES:**

The following are principal duties of the Training Manager:

The nature of the training and development role within PIP is . However, activities are likely to include some or all of the following:

- Identifying training and development needs within client organizations through needs analysis, skills appraisal and regular consultation with the CEO and Sales Manager.
- Undergo a full induction and training program to learn the PIP way of delivering training programs and continually update skill and knowledge bank.
- Learn all PIP training programs thoroughly so as to be able to deliver with confidence and absolute surety thus delivering a consistent style and format for congruency with all clients.
- Work with the CEO and Sales Manager to ensure the client base receives training and development aligned to their personal contract.

- Work directly with our contract clients to produce programs that are satisfactory to all relevant parties within the organization.
- Developing effective induction programs if deemed a requirement by the client, through research and consultation.
- Make recommendations to clients regarding individual learning plans; skills gaps and potential enhancement areas.
- Offer support and guidance to clients re producing training materials for in-house courses.
- Manage the delivery of the PIP training and development programs and, when in a more senior role, devising a training strategy for the client organization.
- Monitoring and reviewing the progress of client trainees through on-line questionnaires, discussions with client managers and the PIP sales and support teams.
- Deliver evaluation of public and in-house client training and development programs to CEO and fellow team members at monthly meetings and make recommendations for greater engagement.
- Amend and revise programs as necessary and only after consultation with the CEO, in order to adapt to the different industry needs within our client base.
- Offer and assist client line managers and trainers to solve specific training problems within their organizations, either on a one-to-one basis or in groups to ensure congruency of training values and culture.
- Keep up to date with developments in training by reading relevant journals and books, going to meetings and attending relevant courses.
- Have a solid understanding of e-learning techniques, and where relevant, be involved in the creation and/or delivery of PIP's e-learning packages.



## **RESPONSIBILITIES:**

The Training Manager is responsible for the following:

- Achieve all set training targets within the time frames allocated.
- Deliver all training based on the scheduled programs for the client base, both in-house and public in a style and manner that is customary to a PIP trainer.
- Submit recommendations for training gaps and potential future training opportunities within our client base.
- Track feedback and assessment reporting from client base and report sales statistics and report to PIP management team and respective clients.
- Develop creative marketing approaches for cold call clients.
- Work with Sales Director and CEO to identify sales lead sources and investment for improved customer awareness in a coordinated plan to improve results within the PIP business.
- Provide a detailed plan for the yearly training calendar including all in-house programs and public programs.
- Be prepared to provide detailed reporting to the CEO on Monthly Training Activity, Potential Forecast Activity and client activity and movement.
- Offer support and guidance in preparing any "out of box" sales proposals to ensure the training solutions are in-line with client expectations.
- Promote a positive training TEAM aspect at People In Progress LLC whilst always acting in a professional manner.

## **REPORTING RELATIONSHIP:**

The Training Manager reports to the CEO

## **SALARY**

Negotiable based on experience and education



## **QUALIFICATIONS:**

- Experience in delivering face-to-face enterprise training programs within business, corporate and/or government and industry situations.
- Evidence of a strong desire for continual personal learning and development and a history of development through on-line programs, attending external programs, reading development programs and books and/or attending experiential learning programs.
- Motivated and self directed training professional that can operate within specified guidelines.
- Exceptional communication skills, presentation, negotiation and management skills, strong business work ethic, positive attitude and professional demeanor required.
- Advanced MS Office skills and computer skills for the development of professional handouts and workbooks when required for customized programs.
- Have experience in networking and developing relationships within specific industry groups to widen the awareness of PIP services.
- Comfortably demonstrate competence in management, networking, target marketing to specific prospects, and team relationships within PIP.
- Work under the guidelines and directives of the CEO for all campaigns.

## **MEASURES OF PERFORMANCE:**

The following will be used to evaluate the performance of the Training Manager:

- Regularly meets performance targets for Training Plan activities
- Regularly meets or exceeds training expectations for the delivery of all in-house and public programs.
- Displays effective time management practices to ensure punctual delivery of all programs and related communication with PIP clients.  
Provides accurate forecasts, updates and requested reports to CEO
- Ability to lead by example and manage/mentor reports and peers.
- Management Objectives may be assigned to further measure and reward top performance.
- Actively participates in supporting the success of all PIP clients and team members and connects on a team level.