



# What Makes a Great Training Organization?: A Handbook of Best Practices

*Doug Harward, Ken Taylor, Russ Hall*

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All learning leaders want their organizations to be perceived as great, but what makes a “great” training organization? How does a training organization achieve greatness, particularly from the perspective of the corporation, the learners, and any customers, clients and partners that interact with it?

This book presents findings that are based on the data, information, and experiences shared with Training Industry, Inc. by several hundred learning professionals over a five year span, from 2008 to 2012. It identified 8 process capabilities, which have been identified as the key functions in the design, delivery and management of corporate workforce training.

Each section of the book focuses on the process capabilities in detail. In addition, individual practices are explained further, noting specific procedures or scenarios and how they are best executed, all supported by best practices and comments from learning leaders.

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