



## **SAMPLE Training Agenda**

### **Wednesday**

- 9:30           **Welcome and introductions**  
“Management and Productivity: Why they matter?”  
*(Overview presentation – Please find the most updated copy uploaded to the side bar under Business and Policy Presentation [http://worldmanagementsurvey.org/?page\\_id=963](http://worldmanagementsurvey.org/?page_id=963))*
- Interview Training Session**  
“Management interview training I – The basics”  
Getting accurate data in a telephone interview  
*(T1\_Gathering Accurate Data in a Telephone Interview presentation)*
- 12:45           **Break for lunch**
- 14:00           **Interview Training Session**  
“Management interview training I – Your Role as an Analyst”  
*(T2\_Your role as an analyst presentation – This is an example used in past projects, please adapt to your specific project)*
- 14:45           **Interview Training Session**  
Healthcare Crash Course introduction OR Retail Firms introduction OR *[Project area of focus]*
- 16:00           **Interview Training Session**  
“Management interview training I – The basics”  
Scheduling and conducting management interviews  
*(T3\_Scheduling and Conducting presentation)*
- Interview Training Session**  
Introduction to database, grids, software and project infrastructure
- 17:30           **Review, questions and next steps**

### **Thursday**

*(Note: One or more management interviews will also occur during the day – in the event they do not go through, a mock interview will occur in its place)*

- 9:30           **Welcome back and review**
- 9:45           **Interview Training Session**  
Management interview training II  
Conducting and scoring management interviews  
*(T4\_Conducting and Scoring presentation)*
- 10:30           **Management Interview Training and Scoring**  
Team double score and discussion  
*(Live Interview or Mock Interview 1 in the event scheduled interview does not go through, T8\_Mock Interview 1)*



- 12:45      **Break for lunch**
- 14:00      **Lean Operations Introduction and Game**
- 15:30      **Interview Training Session**  
Management Matters: The Big Picture  
  
Management interviews logistics and discussion  
  
Management interview training II  
Firm organization and accurately recording management interviews  
*(T5\_Organisation presentation)*
- 17:00      **Review, questions and next steps**

**FRIDAY:**

*(Note: One or more management interviews will also occur during the day – in the event they do not go through, a mock interview will occur in its place)*

- 09:00      **Welcome back**  
Management interview scheduling: Analysts and supervisors  
*(T6\_Scheduling-A Review presentation)*
- 10:30      **Analyst Training Session**  
Management interviews logistics and discussion  
  
Review of morning: Q and A Session
- 11:00      **Management Interview Training and Scoring**  
Team double score and discussion  
*(Live Interview or Mock Interview 2 in the event scheduled interview does not go through, T9\_Mock Interview 2)*
- 12:30      **Break for lunch**
- 13:30      **Analyst Training Session**  
Analyzing double interviews and initial results  
  
Management interview scheduling: Analysts and supervisors  
  
Management interview examples  
*(T7\_Interview Examples presentation)*  
  
Operations management and standardization
- 17:00      **Questions and review**

At some point throughout the first 3 days of training, discuss issues of confidentiality and research ethics and ask all analysts to sign the confidentiality agreement or a similar document issue by your institution  
*(T10\_Confidentiality Agreement and T11\_Research Standards)*

Other sessions to follow in future trainings:

- Operations management training session  
*(T12\_Lean Operations Presentation)*
- Targets and performance management training session  
*(T13\_Target and Performance Management)*
- Talent management training session  
*(T14\_Talent Management)*
- Methodology training session (Detailed introduction to project methodology)

Project directors and managers should also consider the following:

- Ongoing Training:
  - Conducting weekly/ ongoing training sessions (e.g. every Tuesday from 12:00-13:00 for a team lunch and discussion)
- Progress Reviews:
  - Conducting biweekly progress reviews to update team on interviews conducted, management scores and highlight project areas of focus
- Professional development and additional training:
  - Hosting seminars, discussions or more detailed training in certain areas of project focus for the analysts, such as discussion with the institutions academics or management training sessions