



# EPIC

●●● READY SET LEARN

**DESIRE.  
INSPIRE.  
GO HIGHER.**

## TRAINING AND DEVELOPMENT SPECIALISTS

Training and development specialists help plan, conduct, and administer programs that train employees and improve their skills and knowledge. Design training and development programs to improve individual and organizational performance. May analyze training needs. Training and development specialists organize or deliver training sessions using lectures, group discussions, team exercises, hands-on examples, and other formats. Training can be in the form of a video, self-guided instructional manual, or online application. Training also may be collaborative, which allows employees to connect informally with experts, mentors, and colleagues, often through the use of technology. Training and development specialists may monitor instructors, guide employees through media-based programs, or facilitate informal or collaborative learning programs.

### **THESE ARE THE THINGS I DO ON A DAILY BASIS:**

- Assess training needs through surveys, interviews with employees, or consultations with managers or instructors
- Design and create training manuals, online learning modules, and course materials
- Review training materials from a variety of vendors and choose appropriate materials
- Deliver training to employees using a variety of instructional techniques
- Monitor and evaluate training programs to ensure they are current and effective

### **Why this job is a good fit?**

- ▶ Working Conditions
- ▶ Relationships
- ▶ Achievement

### **Tools I use**

- ▶ Desktop Computers
- ▶ Laptop Computers
- ▶ Overhead Displays
- ▶ Adobe Software
- ▶ Microsoft Access
- ▶ Enterprise Resource Planning



*Resources: This and other Career Data Sheets available on [www.epicworkforce.net](http://www.epicworkforce.net). Information may vary by job and should be verified before pursuing a position. Other related information is available at [onetonline.org](http://onetonline.org), [careeronestop.org](http://careeronestop.org), [jobcenter.usa.gov](http://jobcenter.usa.gov), and [www.bls.gov/ooh/](http://www.bls.gov/ooh/).*

# DESIRE.

Learn more at:

[www.epicworkforce.net/](http://www.epicworkforce.net/)

## Why I enjoy my job as a Training and Development Specialist:

- ▶ Job security and great working conditions
- ▶ Supportive management
- ▶ Independent decision making

## IMPORTANT SKILLS AND ABILITIES FOR THE JOB:

- ▶ Instructing
- ▶ Learning Strategies
- ▶ Active Listening
- ▶ Monitoring/Assessing
- ▶ Speech Clarity

# INSPIRE.

## CERTIFICATE

A+ Technician  
Computer Support Technician  
Computer Technician  
Computer Operator

## 2 YEAR DEGREE

Applications Specialist  
Productivity Software  
Specialist

## 4 YEAR DEGREE

Desktop Support Analyst  
Computer User Support  
Specialist

## MASTER'S DEGREE

Computer Hardware  
Engineer  
Information Systems  
Analyst

# GO HIGHER.

## CREDENTIALS OFFERED:

*Check for credential specifics at your KCTCS Home College!!*

### **CERTIFICATE**

*CISCO NETWORK ASSOCIATE / MICROSOFT NETWORK ADMINISTRATOR / SECURITY+  
NET+ / A+ / PROGRAMMING / COMPUTER TECH BASIC / COMPUTER TECHNICIAN  
SUPPORT TECHNICIAN / MOBILE APPS DEVELOPMENT / WEB PROGRAMMING*

### **DEGREES**

*IT NETWORK ADMINISTRATION / PROGRAMMING / APPLICATIONS*

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