



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)
- 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)



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World Management Survey

- 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 issued 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