

# PSYCH 340: Training and Development

University of Waterloo, Fall 2010

Wednesdays, 6:30 - 9:20 p.m.

Room: PAS 2083 and designated "break-out" rooms

## Instructor

Prof. John Michela

Department of Psychology

Office hours: Thursdays 4-5 and by appointment

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## Teaching Assistants

Vivian Chan, [vw5chan@uwaterloo.ca](mailto:vw5chan@uwaterloo.ca)

Kevin Leung, [kevin.leung@uwaterloo.ca](mailto:kevin.leung@uwaterloo.ca)

T.A. Office hours:

Weds. 5:15 - 6:15, PAS 4026, x 33786

## Textbook (required)

Thacker, J. W. & Blanchard, P. N. 2006. *Effective training*. Pearson Prentice Hall.

ISBN 0-13-127175-X, also numbered as 9780131271753

## Course Description

This course covers major aspects of training including

- its place within the rest of the organization's systems and processes
- concepts of learning and motivation relevant to training
- stages of training program development and implementation, from needs analysis to evaluation and continuous improvement
- training methods
- development and implementation of training programs
- management development, coaching, and special uses of training

**Course Objectives** correspond to three kinds of outcomes typically sought in training.

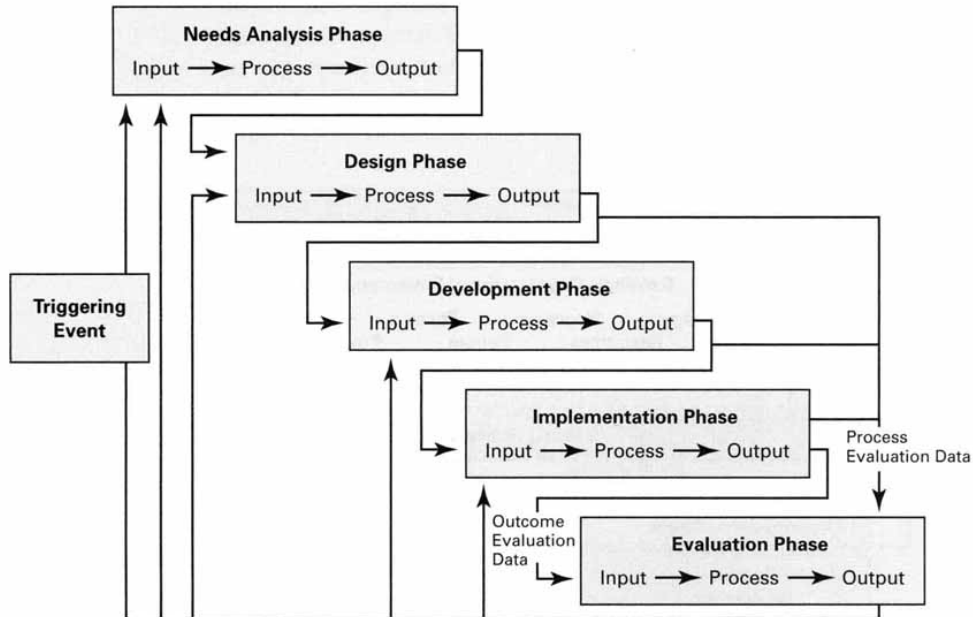
**Knowledge:** Upon mastery of the course materials, students will be able to describe the major elements of training program planning, implementation, and evaluation. Students will also be able to explain the rationales for contemporary uses of training (e.g., in management of diversity) and determine when training should *not* be used to address performance gaps.

**Skills:** Students will be able to perform key tasks of training program planning, implementation, and evaluation, such as composing training objectives, matching training methods to training objectives (and to constraints), and producing course evaluation questionnaires and designs.

**Attitudes:** Students will recognize the value of taking a systematic approach to planning and implementation of training and development (T&D) programs.

## A Systematic Approach to Planning and Implementation of T&D Programs

Nearly all of the knowledge, skills, and attitudes (KSAs) pursued in this course may be mapped to the following scheme for T&D (reproduced from the course textbook, p. 22).



Thus the course's *knowledge* requirements involve the scheme as a whole (e.g., the rationale for this ordering of phases) as well as topics within each phase (e.g., components of a program development plan). *Skills* requirements correspond with specific phases (e.g., training methods are selected and adapted in the Development phase). Enthusiastic *attitudes* toward this systematic approach should flow directly from students' successful use of the scheme to produce a training program design or other products during in-class, group work sessions.

### Learning Process in this Course

Students will be able to acquire these KSAs through

- studying textbook (or other reading) material and lecture material individually
- discussing course material with the instructor and one another during scheduled class time
- completing structured tasks in class (e.g., analyzing a case study) after individual preparation

Students will experience an "active learning" approach to course instruction. That is, instead of coming to class to sit through lectures, students will spend most of the class time discussing the material and engaging it through structured tasks or team project work. Students will view "podcast" lectures in advance of class sessions, arriving with questions or other input to class discussions. Also in advance of class sessions, students will read textbook material and material for the week's structured task or teamwork, depending on what is scheduled for that week. All lecture material and structured task material will be available on the ACE website. A quiz will be administered most weeks through the ACE website.

## Course Requirements and Marking

- On-line quizzes concerning the week's material – 33.3% of the final mark
  - Scored zero if the deadline is missed (see next section, "Deadlines")
  - Lowest quiz mark is dropped when averaging to generate this component of marking
- Team project work done in class – 33.3% of the final mark
  - Teams will be assigned randomly and will be maintained over the course of the term
  - For each assignment, all contributing members of the team will receive the same score, based on assessments by the instructor and/or teaching assistants
  - For unexcused absences, the individual's score on that assignment will be zero.
  - Each individual's lowest mark (which could include zero) will be dropped before calculating the average mark among project assignments
  - Peer evaluations will be obtained at the end of the term, concerning:
    - In a typical class meeting, how *prepared* was the group member to do the group work (e.g., appeared to have done the reading or other preparation)?
    - How fully *engaged* as a participant was the group member in the group work (e.g., continuously listening, offering suggestions as warranted)?
    - How much *contribution* did the group member make to the typical product submitted by your group?
  - Peer evaluations will be used to adjust students' project work scores upward or downward from initially calculated averages, although only in instances of especially high or low peer ratings of preparation, engagement, and contribution.
- Final exam – 33.3% of the final mark
  - Knowledge of the kind that is assessed on the quizzes will be re-evaluated on the final exam. Thus, a fill-in-the-blanks approach to the on-line quizzes is not very good preparation for the exam. More thorough acquisition of knowledge, week-by-week, is a better approach.
  - Skills of the kind developed in the team project work will also be covered on the final exam. Consequently, full engagement of all individuals in the project work is highly advisable.

## Deadlines

- On-line quizzes will become available on the ACE website in the evening after class. The quiz will cover the lecture (podcast), reading, and any other material assigned for that class, and any additional material covered in class. The time window for taking the quiz will close at **11:55** on the *Sunday night* that is four nights after class time. The quiz score will be zero if no quiz is completed by that time; otherwise it will be scored on a simple percentage correct basis (out of, for example, 15 items). Quizzes may be taken only once, and students must plan to complete the quiz in one sitting in the amount of time stated on the website (usually around 25 minutes). The website will give immediate feedback about students' scores. Students should come to office hours to discuss quiz-taking strategies if necessary.
- Team project work must be submitted through the ACE website (drop box) immediately after class meetings. Ordinarily, the submission will occur at the end of the class period, using a group member's portable computer, and the drop box will close at 9:30 pm. The

role of "transcriber/submitter" and other designated roles may rotate across weeks in the group.

- Questions that arise in advance of class about lecture, text, and so forth may be submitted to a designated "drop box" on ACE (no attachments, just text). Submissions that occur shortly before class may not be seen in time, so please submit well before class if possible. Student postings are optional and anonymous (thus not marked nor credited).

### **Podcast Version of Course Description**

- Enrolled students with access to the ACE course website who did *not* attend the first class session should go to the "Resources" tab and follow the link to the course description podcast, to obtain further information about course process and structure (e.g., how materials will be organized on the ACE website).
- Others may be able to access that podcast by logging into ACE (as a Guest if necessary) and doing a "Search" either on the course number (PSYCH 340) or a title term (Training), or by using this link: <http://www.arts.uwaterloo.ca/~jmichela/P340Podc/index.htm>

### **University-Mandated Announcements:**

**Students who are requesting accommodation for course requirements (*assignments, midterm tests, final exams, etc.*) due to illness** should do the following:

- seek medical treatment as soon as possible and obtain a completed UW Verification of Illness Form:  
[http://www.healthservices.uwaterloo.ca/Health\\_Services/verification.html](http://www.healthservices.uwaterloo.ca/Health_Services/verification.html)
- submit that form to the instructor within 48 hours.
- (preferably) inform the instructor by the due date for the course requirement that you will be unable to meet the deadline and that documentation will be forthcoming.

In the case of a missed final exam, the instructor and student will negotiate an extension for the final exam which will typically be written as soon as possible, but no later than the next offering of the course.

In the case of a missed assignment deadline or midterm test, the instructor will either:

1. waive the course component and re-weight remaining term work as he/she deems fit according to circumstances and the goals of the course, or
2. provide an extension.

**In the case of bereavement**, the instructor will provide similar accommodations to those for illness. Appropriate documentation to support the request will be required.

Students who are experiencing extenuating circumstances should also inform their academic advisors regarding their personal difficulties.

### **The Official Version of the Course Outline**

If there is a discrepancy between the hard copy outline (*i.e., if students were provided with a hard copy at the first class*) and the outline posted on ACE, the outline on ACE will be deemed the official version. Outlines on ACE may change as instructors develop a course, but they become final as of the first class meeting for the term.

### **Accommodations for Students with Disabilities**

The Office for Persons with Disabilities (OPD), located in Needles Hall, Room 1132, collaborates with all academic departments to arrange appropriate accommodations for students with disabilities without compromising the academic integrity of the curriculum. If you require academic accommodations to lessen the impact of your disability, please register with the OPD at the beginning of each academic term.

### **Concerns About the Course or Instructor (Informal Stage)**

We in the Psychology Department take great pride in the high quality of our program and our instructors. Though infrequent, we know that students occasionally find themselves in situations of conflict with their instructors over course policies or grade assessments. If such a conflict arises, the Associate Chair for Undergraduate Affairs (Dr. Colin Ellard) is available for consultation and to mediate a resolution between the student and instructor. Dr. Ellard's contact information is as follows:

Email: [cellard@uwaterloo.ca](mailto:cellard@uwaterloo.ca)  
Ph 519-888- 4567 ext 36852

A student who believes that a decision affecting some aspect of his/her university life has been unfair or unreasonable may have grounds for initiating a grievance. See Policy 70 and 71 below for further details.

### **Academic Integrity, Academic Offenses, Grievance, and Appeals**

To protect course integrity, as well as to provide appropriate guidance to students, course outlines in the Faculty of Arts must include the following note on avoidance of academic offenses:

**Academic Integrity:** In order to maintain a culture of academic integrity, members of the University of Waterloo community are expected to promote honesty, trust, fairness, respect and responsibility. [Check <http://www.uwaterloo.ca/academicintegrity/> for more informaton.]

Discipline: A student is expected to know what constitutes academic integrity [check <http://www.uwaterloo.ca/academicintegrity/>], to avoid committing academic offenses, and to take responsibility for his/her actions. A student who is unsure whether an action constitutes an offense, or who needs help in learning how to avoid offenses (e.g., plagiarism, cheating) or about 'rules' for group work/collaboration should seek guidance from the course instructor, academic advisor, or the Undergraduate Associate Dean. When misconduct has been found to have occurred, disciplinary penalties will be imposed under Policy 71 - Student Discipline. For information on categories of offenses and types of penalties, students should refer to [Policy 71 - Student Discipline](#), <http://www.adm.uwaterloo.ca/infosec/Policies/policy71.htm>

Grievance: A student who believes that a decision affecting some aspect of his/her university life has been unfair or unreasonable may have grounds for initiating a grievance. Read [Policy 70 - Student Petitions and Grievances, Section 4](#), <http://www.adm.uwaterloo.ca/infosec/Policies/policy70.htm>

Appeals: A student may appeal the finding and/or penalty in a decision made under Policy 70 - Student Petitions and Grievances (other than regarding a petition) or Policy 71 - Student Discipline if a ground for an appeal can be established. Read [Policy 72 - Student Appeals](#), <http://www.adm.uwaterloo.ca/infosec/Policies/policy72.htm>

Academic Integrity website (Arts):  
[http://arts.uwaterloo.ca/arts/ugrad/academic\\_responsibility.html](http://arts.uwaterloo.ca/arts/ugrad/academic_responsibility.html)

**Academic Integrity Office (UW)**: <http://uwaterloo.ca/academicintegrity/>

### **Requests for Alternate Sitzings for Tests**

Religious Grounds - Requests for alternate sitting for tests/exams based on religious grounds must be made to the Associate Dean (currently Bill Chesney) within one week of the final exam schedule being posted by the Registrar's Office. The Associate Dean will contact the instructor on the student's behalf to request an alternate exam sitting.

Elective Arrangements (e.g., travel plans) are not considered acceptable grounds for granting an alternate time for tests/exams per the University of Waterloo Examination Regulations.

### **Communication of Announcements**

Please check the UW Home Page (<http://www.uwaterloo.ca/>) as well as ACE for important announcements should an emergency arise (e.g., a major snow storm on the day of the final exam).

## Schedule of Topics

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<b>Week</b>	<b>Date</b>	<b>Topic</b>	<b>Text Chap.</b>
1	Sep 15	Introduction and Course Design Rationale	
2	Sep 22	Foundations and Organizational Context of Training and Development	1
3	Sep 29	Learning, Motivation and Performance	2
4	Oct 6	Training Needs Analysis	3
5	Oct 13	Training Design I	4
6	Oct 20	Training Design II	4
7	Oct 27	Traditional Training Methods	5
8	Nov 3	Computer-Based Training Methods	6
9	Nov 10	Development and Implementation of Training	7
10	Nov 16	Evaluation of Training I	8
11	Nov 24	Evaluation of Training II	8
12	Dec 1	"Special" uses of training, including Management Development	9, 10

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Supplementary (optional or required) readings may be made available for some weeks.

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Syllabus version of September 15, 2010.

Updates to this schedule of topics, if necessary, will appear on the ACE course website.