March 23, 2006

FOR IMMEDIATE RELEASE
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New Program Aims to Make Employees More Effective Trainers

WEST HARTFORD, Conn. — The University of Hartford has approved a new certificate program, the “Learning Innovation and Performance” (LIP) program, which is aimed at working professionals who have a training component to their jobs but who have never received any education in how to develop the most effective training techniques and performance interventions.

“If training others has become part of your job, but you have no idea whether you are doing a good job of sharing your knowledge or not, then this certificate program will provide you with the tools to effectively share knowledge and to measure performance,” said Steven Schatz, assistant professor of educational technology at the University and director of the LIP program.

This is a program unlike any other in the country, Schatz said. “We will be exploring effective ways to improve performance and innovation in organizations and working in project teams for the entire two semesters,” he said noting that the certificate program will combine some theory, more skill training, and a lot of practical application on real-world projects – learning by doing, considering, and revising.

This fall, the first group of students in the program will be working in partnership with the Yale/New Haven Hospital Office of Emergency Preparedness to create a hybrid training program (online and print-based) for health care professionals. “By working on a real world project, students will be able to immediately apply what they are learning to their own work in their own companies”, Schatz said.

During their first semester, students will learn to design, develop and deliver effective training. In the second semester, students will learn techniques for effective analysis, implementation and ROI for both training and performance interventions. Students will go through the program as a cohort – the same group of students progressing through both semesters, working together on projects. In this way, LIP instructors can make sure that there is not repetition and that everyone has the same skill set, Schatz said.

“If we are selling this area as the ‘Knowledge Corridor,’” said Schatz, referring to the corridor between Springfield, Hartford and New Haven, “then how do we effectively use knowledge in the workforce? This LIP program is the model for knowledge use and sharing in the information age,” he said.

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