



# MIOA Managers Workshop

San Jose, Costa Rica

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## Module 2

Training, data collection and quality control



# Technical skills – Evaluation and Training

Presenter – Terry Long, USDA



# Key Questions

- What skills are needed?
- What is the current skill level?
- How to deliver training?



# Skills Needed

- Communication
- Data entry
- Report generation
- Customer service
- Professional development?



# Skills Assessment

- Questionnaire
- Self assessment
- Testing



# Training Design

- Defined training program
- Manuals and handbooks
- On the job
- Classroom or lab
- Product correlation
- Exchange specialists