



# Training Delivery Services

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As companies grow, change, and adapt to market trends, the capacity of training delivery teams can quickly become strained. And as new technologies shift more training to digital formats, the need increases for instructor-led training (ILT) and virtual instructor-led training (VILT) to be relevant, engaging, and cost-effective.

Having a team of qualified, professional trainers with a strategic approach to manage these resources is a critical requirement for learning and development organizations. GP Strategies® offers holistic delivery services to:

- Structure and Optimize Learning and Development (L&D) with Global Delivery Management
- Improve Engagement and Retention with Expert Facilitation
- Deliver Seamless Learning Experiences with Training Delivery Support
- Upskill Your People with Qualification and Certification Workshops

## Optimize L&D with Global Delivery Management

GP Strategies partners with you to structure, scale, and manage training delivery needs, from implementing a plan to improve quality and manage costs to providing a network of training delivery professionals. We work with you to:

- Improve resource utilization.
- Provide flexible and cost-effective resourcing.
- Increase global reach and language capability.

We excel at delivering training to global and geographically dispersed workforces with unique and localized delivery support.

### Services

- Recruiting and onboarding
- Qualification and certification
- Scheduling and performance management
- Event support and technologies

### Resources

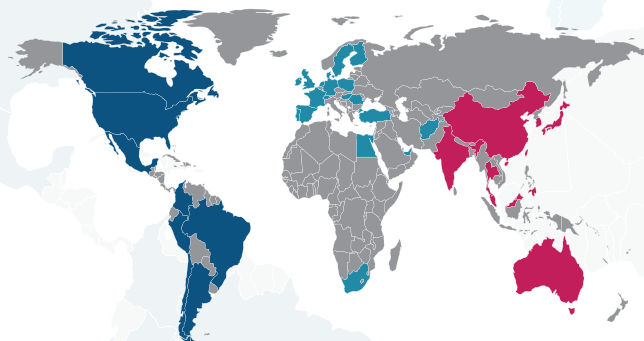
- Facilitators
- Class administrators and site coordinators
- Test proctors
- Producers
- Moderators and social community managers
- Coaches

## Global Presence with Local Relevance

Our robust network of more than 1,200 learning professionals, including facilitators, coaches, consultants, and support staff, gives us a global presence that allows us to meet customer needs across the world.

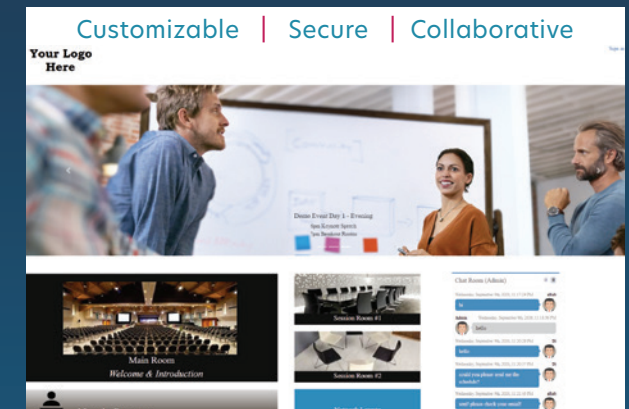
While we are proud of our global presence, it's critical to deliver training with local relevance. Our account managers do more than speak the language; they understand the nuances of the region and the people they serve.

We consult with you to understand demographics, the level of participants, cultural nuances, and regional challenges to deliver impactful training.



## Virtual Event Platform

Deliver your preferred experience in an engaging, collaborative, and organized virtual environment. We have delivered virtual events with robust functionality for a wide range of needs, including workshops, roundtables, learning events, internal conferences, and organization-wide meetings.



We work with **30%**  
of the **Global 500**.

We've trained **millions of people**  
in over **80 countries** in  
**multiple languages**,  
and that work continues today.







# Improve Engagement and Retention with Expert Facilitation

## Facilitators, Coaches, and Experts

With a wide range of expert facilitators located across the globe, we are well positioned to help you:

- Enhance the resources you currently have.
- Increase capability and improve utilization.
- Flex up or down to add or remove facilitators, depending on your objectives, time frame, and budget.
- Efficiently and cost-effectively reach a wide audience.
- Extend your global reach in areas where you may not have company resources.

We do more than facilitate—we become an extended member of your team, listening to your employees, anticipating challenges, communicating key messages, and making sure your employees are ready to tackle critical initiatives and short-term goals.

## You benefit from a global network of facilitators who are:

- Highly experienced and credentialed
- Multilingual delivery experts
- Adept at using a variety of modalities
- Located in over 80 countries across the Americas, EMEA, and APAC
- Transparent and evaluated through established quality standards
- Skilled and knowledgeable from deep industry experience





# Deliver Seamless Learning Experiences with Training Delivery Support

## Certified Producers

Producers play a major role in the overall learner experience. They assist the trainer by eliminating the administrative burden and reducing disruptions during training delivery.

Support tasks typically include:

- Conducting a planning and preparation meeting with the facilitator
- Scheduling VILT session(s) in the platform
- Sending instructions to the participants for the VILT sessions
- Setting up interactive tools (e.g., whiteboards, polls, breakouts)
- Deploying interactive tools
- Monitoring and managing the chat panel
- Posting poll results
- Managing post-session reports
- Deploying a post-session survey
- Troubleshooting VILT session issues
- Recording the session
- Downloading and distributing the session recording

For virtual delivery, our producers support a variety of platforms including Cisco Webex®, Adobe® Connect™, Zoom, and Microsoft® Teams. GP Strategies' team of certified producers is located throughout the world to meet your global needs.

## Customers Trust Us

GP Strategies takes many steps to guarantee a positive experience for your learners and facilitators. Prior to each event, the producers meet with the facilitator to learn details about the program and ensure alignment to make the learner experience a success. Also, we have strong quality assurance measures in place, and service-level agreement (SLA) tracking and reporting.

With our staff of thousands of learning professionals, and our deep experience providing learning support for Fortune 500 organizations on a regional and global scale, we are well equipped to support any training need.

A man and a woman are smiling and looking at a document together. The man is wearing a dark blue button-down shirt and the woman is wearing a grey and white striped shirt. They are both looking at a document on a table. The man is holding a pen. The woman is holding a pen. There is a whiteboard in the background with some diagrams.

Partner with  
GP Strategies to  
scale and improve  
your virtual  
delivery

# Upskill Your People with Qualification and Certification Workshops

Upskill and certify your people for highly effective virtual producer roles. We offer this program to prepare your people to deliver seamless and engaging VILT sessions or virtual meetings with your preferred technologies.

## Facilitation Skills Workshop

Learn the skills to effectively facilitate virtual sessions, training, and webinars from an experienced GP Strategies expert. Develop your own or your team's virtual facilitation skills and master the techniques for delivering effective and dynamic VILT sessions. This workshop will cover strategies and best practices for connecting with virtual participants and facilitating high-impact learning experiences.

During this 3-hour workshop, you'll learn about:

- The benefits of virtual facilitation
- Facilitator and producer roles and responsibilities
- Best practices to prepare for facilitation of virtual training
- Why, when, and how to use virtual training tools
- Responding to challenges, from technical issues to disruptive participants

## Certification for Facilitators and Producers

Participants who complete the workshop session have the option for a 1-hour certification session. During this session, participants will produce a virtual training session pre-selected by a GP Strategies expert and will demonstrate the techniques learned during the workshop. The GP Strategies expert will evaluate the producer's performance using a validated rubric. Upon successful completion, the participants will receive their certification and a digital badge.



## Producer Skills Training Workshop

GP Strategies offers a 2.5-hour workshop, giving your people the skills to deliver a great virtual experience from beginning to end. Experienced GP Strategies producers will lead workshop participants through a variety of demonstrations and practice sessions, including scheduling, setting up, and delivering interactive tools, and solving learner and facilitator technical challenges before they're a problem. This approach ensures your people are prepared.

### Workshop Topics

- Partnership of Producer and Facilitator
- Before the Session: Planning, Scheduling, and Communication
- Platform Features and Tools
- Preparation and Setup
- Troubleshooting and Learner Support
- Post-session Activities

Sign up for the workshop for your team or as an individual



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Partner with us to **scale and enhance** your training delivery efforts.

For more information about our **Training Delivery Services**, please visit [www.gpstrategies.com](https://www.gpstrategies.com).