

# Global Training Manager

The role of the Global Training Manager is to help CLS insure high levels of customer satisfaction through the timely and accurate performance of activities needed to support successful training implementation. The Global Training Manager requires outstanding organizational skills, follow-up, client responsiveness, and strong interpersonal communication. This role will report to the VP of Sales, but will have strong ties to the Marketing Team as well.

## Key Responsibilities:

- Maintain an up-to-date trainer database intended to track all relevant trainer details including which programs each trainer is certified to facilitate
- Assist in the ongoing development and implementation of a process to onboard new trainers
- Ensure trainers are continuously sharpening their skills by conducting regular e-certifications for all CLS programs in which they are certified
- Partner with Sales, Marketing and Product Development to guide our trainers efforts to share details on new programs and offerings with the intention of having them upsell during training engagements within our client base
- Partner with legal to ensure all trainers are up to date on their contracts with CLS
- Schedule and conduct audits of all CLS certified trainers and provide reports to Management as requested
- Coordinate with CLS Master Trainer to organize and implement Domestic and International Trainer Development Calls
- Coordinate the facilitator schedule for all events:
  - Onsite Workshops
  - Public Workshops
  - Train-the-Trainer

- Coordinate training venues for public workshops and train-the-trainer certification workshops
- Coordinate logistics related to CLS public workshops:
  - Shipping materials to facilities
  - Ensuring participants are registered to complete pre-work
  - Managing class and roster reports in Salesforce.com
- Maintain and update trainer biographies
- Update trainer materials for any new product updates as applicable to the trainer's certification
- Monitor the statuses of license agreements and facilitate the retrieval of trainer materials when necessary
- Serve as backup producer for virtual training sessions
- Other duties as needed

## Requirements:

- Currently living in or willing to relocate to the Raleigh/Durham area
- Strong background in managing a trainer network
- Demonstrated success in developing and maintaining trainer relationships
- Autonomous self-starter with a sense of urgency to accomplish tasks and projects
- Exceptional leadership and communication skills, both verbal and written
- High energy and established organizational skills and attention to detail
- Ability to thrive in a very fast-paced and dynamically changing environment



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We offer a competitive and attractive compensation package, including:

- Performance culture
- Comprehensive medical/benefit coverage

## Company Overview:

For more than 45 years, The Center for Leadership Studies (CLS), founded by Dr. Paul Hersey, has been the global home of the original Situational Leadership<sup>®</sup> Model. With over 14 million leaders trained, Situational Leadership<sup>®</sup> is the most successful and widely adopted leadership model available. Deployed in more than 70% of Fortune 500 companies, Situational Leadership<sup>®</sup> transcends cultural and generational differences and equips leaders around the globe with the skills necessary to address a specific challenge, drive behavior change and increase productivity. CLS' diverse product portfolio includes a comprehensive off-the-shelf leadership curriculum founded on our proven, research-based competency model. In addition, CLS has more than 25 years of experience designing and developing award-winning custom training solutions.

CLS services customers both domestically and internationally through an extensive network comprised of over 200 learning professionals in more than 35 countries. Our global affiliates and facilitators understand the nuances present in each culture, allowing for the delivery of innovative, high-quality training programs in localized languages.

## Our Values:

At The Center for Leadership Studies we view each customer opportunity as a long-term partnership. In such relationships, we believe that the values of the people that you choose



to do business with can have an equal impact on the success of your learning endeavors as can the technical skill sets. Put a different way, we feel it's important for you to know who we are and what we stand for. Below are the values we strive to live by each day. They represent the expectations that we have for each and every CLS team member:

### **Be Responsive: Service is Inside and Out**

Do what you say you are going to do when you say you are going to do it. Don't over promise and never under deliver.

### **Embrace Teamwork: Invest in Others**

Strive to continually develop and nurture your base of personal power.

### **Own Your Actions: Take Personal Responsibility**

Follow through on your commitments with relentless attention to detail, completion and results.

### **Maintain Your Integrity: Do the Right Thing**

Communicate openly and honestly: Develop a reputation grounded in personal and professional credibility.

### **Have Fun: Take a Minute to Smile**

Enjoy the journey (celebrate victories; keep setbacks in their proper perspective). Embrace the fact that work and fun are NOT mutually exclusive terms.