



Telecommunication Development Bureau (BDT)

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Subject: **ITU Sub-regional workshop on “Human Performance Improvement: strategies for measuring return on investment in training”, Livingstone, Zambia, 10-13 May 2011**

Dear Sir/Madam,

On behalf of the International Telecommunication Union (ITU), we would like to invite your organization to participate in a workshop on **“Human Performance Improvement: strategies for measuring return on investment in training”**, to be held in Livingstone, Zambia from 10 to 13 May 2011. The workshop is delivered under the auspices of the Centres of Excellence network for Africa, and is kindly hosted by the Zambia Information and Communications Authority (ZICTA).

Organizations spend a lot of money developing skills and competencies of their workforce through training and other capacity building interventions. Increasingly, CEO’s are asking for tangible evidence of the contribution this investment in human capacity development is having on the organization’s strategic goals and objectives. There is a growing need for human capital development managers and other senior executives to be able to demonstrate this value for the organization. This training workshop seeks to build the necessary skills to enable human capital development managers to sell the training value proposition.

The workshop will cover a broad range of topics. It highlights the need and importance of aligning development strategy with the business strategy framework. It explores how the training intervention is formulated and implemented and how it impacts on performance. The workshop will look at the different models for evaluating and measuring the impact of training on the organization’s performance. At the end of the workshop, participants will be able to identify an evaluation mechanism that best suits their situation.

The workshop primarily targets executives in charge of human capital development (human resources, training, learning and development). It also targets line managers with responsibility for measuring performance of their staff and running independent training budgets, as well as decision makers within ministries, regulators and telecom operating companies.

There is no participation fee for this workshop. To register, participants are kindly requested to complete the attached registration form (Annex 1) and send it to Ms Oumou Niang on oumou.niang@itu.int, with a copy to cynthia.mapisire@itu.int and Sylvie Raposo on sylvie.raposo@itu.int, **by 22 April 2011** at the latest.

Travel arrangements and accommodation should be made and borne by the participating organisation. The coordinator in the Zambia Information and Communications Authority (ZICTA) is Mrs. Ada Jalasi Ngulube,

Human Capital Officer, telephone: +260 211 241236/246702, (or direct number +260 211 241339); fax: +260 211 246701; email: angulube@zicta.zm. Please inform Mrs. Ngulube about your choice of hotel as well as your arrival and departure schedule.

Additional information on this workshop, including the draft Agenda and Country Information, can be found on the ITU Academy Portal at <http://academy.itu.int/index.php/events>.

Participants requiring an entry visa to Zambia are requested to contact their local Zambia Embassy or Consulate for information well in advance.

We look forward to your active participation and invaluable contribution.

Yours faithfully,

[Original signed]

Brahima Sanou
Director

Annex: 1

ITU Sub-regional Workshop on
"Human Performance Improvement :
strategies for measuring return on
investment in training"



Livingstone, Zambia
10 to 13 May 2011

Registration Form

Please use **CAPITAL** letters.

Family Name:

Given Name:

Title/Function:

Name of Organisation/Company:

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Office Address:

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Town: Country:

Telephone Number(s):

Fax Number(s):

E-mail:

Arrival: Date: Time: Flight No.:

Departure: Date: Time: Flight No.:

Please fax or e-mail this form duly completed by **22 April 2011** to the following persons:

Ms. Oumou NIANG Administrative Assistant ITU c/o PNUD BP – 154 Dakar - Sénégal Tél: +(221)33 8497720 Mobile: +(221)77 633 2720 Fax: +(221)33 8228013 E-mail: oumou.niang@itu.int	Ms. Sylvie Raposo Administrative Assistant ITU/BDT/POL/HCB Place des Nations 1211 Geneva, Switzerland Switzerland Tel: +41 22 730 63 15 Fax: +41 22 730 55 27 E-mail: sylvie.raposo@itu.int
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