



Training Management: A Practical Guide

Steven A Schwarzman

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A practical guide for managing both individual training projects and entire training departments, this book is designed for trainers working on their own and for managers of training teams - whether or not you come from a training background. *Training Management: A Practical Guide* covers:

- * training needs analysis
- * training development
- * training delivery
- * hiring and evaluation
- * management
- * customer relations
- * estimating and tracking training projects
- * running a training business
- * selling training services
- * contracts and work orders

Steven A. Schwarzman has been a software trainer, technical writer, and project manager for over 20 years. His previous books include *Technical Writing Management: A Practical Guide* (2011), from which this book has been expanded to include training-specific chapters and examples.

Praise for *Technical Writing Management: A Practical Guide*:

"This is an easy book to recommend."

"The technical writing profession needs more books like this one."

"...clear explanations and real-world examples."

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