

Training & development



Why do we need staff training & development?

Motivate staff
& morale

Ensure
standards
are met

Legal
requirements

Reduce staff
turnover


To create a
good
impression on
new employees

Build customer
loyalty & trust

Is there a difference between training and staff development ?



Staff development aims to encourage people to progress ?



Staff training provides staff with the skills and knowledge to do the job?

Methods of training

STUFF TRAINING

FOR THE BEST

- ▶ Staff meetings
- ▶ Training sessions
- ▶ Daily briefings
- ▶ Notice boards
- ▶ On job
- ▶ Staff induction
- ▶ One to one
- ▶ College/training agency
- ▶ Online
- ▶ Skills sessions
- ▶ Demonstration

Tools for communicating/training staff

- ▶ Via email or internet
- ▶ PowerPoint presentations
- ▶ Staff handbook
- ▶ Videos/DVDs
- ▶ Monthly news letters
- ▶ On job training
- ▶ Role play
- ▶ Emergency drills

Steps of training

Prepare/plan
for training

Present - show
& explain

Practice
Observe &
practice

Put to work
Monitor & assess
competence

Identify
training
need

Identifying training

- ▶ Job description
- ▶ Job specification
- ▶ Feedback from customers
- ▶ Complaints
- ▶ New regulations
- ▶ Interviews
- ▶ Appraisal
- ▶ Observation
- ▶ Lack of customers or income
- ▶ New procedures or equipment

Assessment