

10  ways

to make
your staff
training
more
effective

 Learning Dynamics



Training that makes a difference

It is your staff's knowledge and skills that set you apart from your competitors.

Continuous training and development ensures your staff remain highly skilled and able to quickly adapt to new ways of working.

Training keeps staff motivated and maintains your competitive advantage. However, training is most effective when staff can actively use the new skills and knowledge they learn to improve their day-to-day performance.

This booklet presents 10 techniques for developing and delivering effective training for tangible results.

Many of the techniques are common sense, but they are not always common practice.

As you read through the booklet, consider your company's current training efforts to see if there are opportunities to fine tune them and deliver better business outcomes.

1

Link training to your business needs

Training is most effective when it is linked directly to business strategy and needs. It should be designed to support staff in achieving personal and business goals.

When considering a training program, first assess your company's business needs and then develop programs and materials that directly address each need.

This approach ensures that your training is relevant to both staff and business needs and can deliver measurable performance improvements. It also helps you identify where to focus your training efforts to best support your business operations.

2

Staff training is a continuous story, not a one-off chapter

Effective training is a dynamic ongoing process. It follows a continuous cycle of analysis, design, development, delivery and evaluation to support your business needs.

Taking a "process view" to training allows you to regularly identify performance gaps, assess needs, obtain feedback, deliver programs and build on past training efforts to ensure the expertise of your staff continues to grow.

It helps you maintain the momentum of training in your organisation and the desire for your people to continuously learn and further their expertise.

Turning your current training efforts into an ongoing process, rather than a series of one-off events, will ensure it continues to evolve and change in line with your organisation.

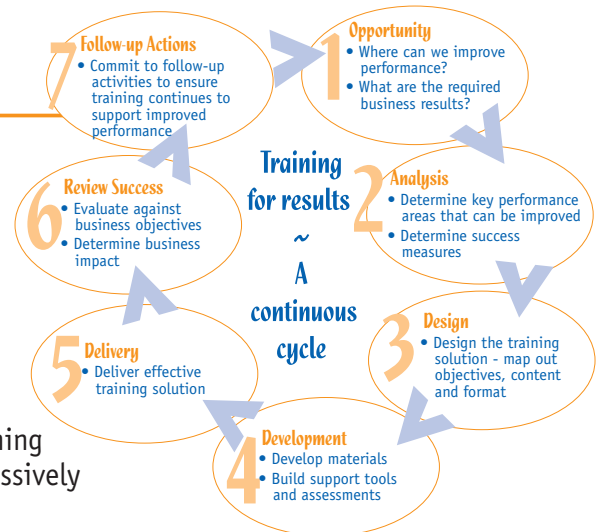
3

Achieve quick wins

Start small and go fast with your training efforts. Develop your training to deliver quick wins by solving two to three key performance issues at a time.

Once training for these issues is successfully concluded, move on to another set of issues and opportunities.

This approach enables you to chunk your training into key deliverables. You can then progressively deliver training to support business needs.



4

Cater to learning styles

We all have different preferences for learning a new skill or acquiring knowledge.

Some people prefer to listen and observe, others like to read and understand a topic in detail. And some people are 'hands on' and like to learn by 'doing' activities.

When developing your training, ensure that you cater for different learning styles to ensure each participant can effectively learn about a topic in the way that best suits them.

5

Let the customer decide

Your staff are the customers for your training. Ask for their ideas and recommendations on the best style and format to use to deliver the training.

Including their suggestions gets staff buy-in and interest in the training right away. If staff can see their input has shaped the development of the training, they will be far more receptive to it.

This approach also avoids developing a two-day workshop, when staff really wanted a morning seminar on the topic!

6

Deliver Just-in-Time Training (and just enough of it)

People learn best when they can quickly apply what they have just learned to their job. And they are most receptive to the training when it can practically address day-to-day problems or challenges.

To make your staff training more effective, constantly look for simple, flexible and relevant training sessions that can be quickly delivered to staff when they need it most.

Focus on the key information that your staff need in the training sessions so that you provide the right information at the right time.

7

Make training “stick”

Continuous performance improvement relies on a regular review of skills and knowledge.

Ensure that your training 'sticks' and helps staff improve their performance by regularly reviewing and reinforcing it.

Build your training program to include refresher sessions held every two to three weeks after the initial program.

These sessions can include one-on-one coaching, group reviews, practice activities or team meetings. Keep running the sessions until staff are confidently using the required skills and knowledge.



8

Evaluate business impact

The most important evaluation measure for any training program is how the training will help participants to do their jobs better. It's valuable to immediately follow the training session by firstly asking participants:

“How will this training help you to improve the way you do your job and the company's business results?”

Continue to ask this question on a regular basis in the weeks after the program to ensure that the training is making a difference.

Secondly, ask participants about the training content, objectives, format, materials, facilitator and venue. While these are important measures, it's a positive response to the first question that tells you what impact there will be on business results.

9

Ready, Set, Action plan!

Action plans help people set goals to develop their skills and knowledge.

Effective training programs include action planning to ensure that participants set a plan for how they will use and incorporate their new skills and knowledge into the way that they work.

The **SMART** acronym is a popular format to develop objectives or goals. For added impact, include 'Effects' and 'Resourced' to get SMARTER outcomes from your training.



SMARTER goals are:

SPECIFIC

MEASURABLE

ACHIEVABLE

RELEVANT

TIME BOUND

EFFECTS

What are the likely effects on you and other people of working towards or making this change?

RESOURCED

What support, money, information, and people do you need to achieve the outcome?

Do you have the resources you need?



Training is not always the remedy

The best designed training programs cannot improve staff performance if there are drawbacks in your products, services, processes, procedures or systems.

When assessing any performance issue, investigate all the possible causes. Often organisations can fine tune a product or process to significantly improve the way staff do their jobs.

Once the underlying causes of performance issues are resolved (or at least acknowledged), you can clearly define what training is best suited to the situation and how it will support staff in achieving your business goals.

We hope you have found these practical techniques useful in fine tuning your staff training efforts. The following pages provide an overview of Learning Dynamics and the work we do in training and development.



Succeeding Together

Develop effective training with Learning Dynamics

Learning Dynamics helps organisations achieve their business goals by developing the skills and performance of their people. We create innovative learning solutions in leadership, sales performance, customer service, communication and project management.

Our experienced team specialises in both the instructional design of learning materials and the facilitation of programs and workshops. This capacity and expertise enables us to deliver the full range of learning solutions - from the design of self-study modules and reference guides, to the development of online learning, through to the delivery of interactive seminars and workshops.

Learning Dynamics works with leading organisations in a wide range of sectors including banking, finance, legal, retail, construction, publishing, manufacturing and professional associations.

Key Services

Learning Dynamics offers a range of specialist services to maximise the value of learning in your company.

- 🌀 Performance analysis and assessment of learning needs
- 🌀 Design and development of company specific learning strategies, programs, workshops and materials.
- 🌀 Development of Business Process Blueprints that map the core processes and procedures in your company.
- 🌀 Provision of training programs and seminars in the areas of:
 - 🌀 Leadership
 - 🌀 Sales performance
 - 🌀 Customer service
 - 🌀 Communication
 - 🌀 Legislation and compliance
 - 🌀 Executive coaching
 - 🌀 Project management
- 🌀 Facilitation of conferences, seminars and workshops
- 🌀 Development of e-learning events and content
- 🌀 Development of system user training guides and technical documentation



Learning Solutions that Deliver Results

Learning Dynamics provides customised programs to support your staff in developing their skills and expertise. Some key programs are listed below.

Leadership

- Leadership Essentials - The New Team Leader
- Leading a Performance Culture
- Leading Change & Business Transformation
- Leadership Communication
- Building High Performance Work Teams
- Coaching - A Partnership Approach
- Strategic Negotiation

Sales Performance

- Consultative Sales 1 - Achieving Results
- Consultative Sales 2 - Sales Excellence
- Telesales Essentials
- Strategic Sales - For High Value Accounts
- Leading High Performance Sales Teams
- Professional Sales Coaching

Customer Service

- Customer Service Essentials
- Consultative Customer Service
- Six Star Service
- Handling and Resolving Customer Complaints
- Achieving Sales Through Exceptional Service

Communication

- Communicating for Results
- Understanding and Motivating Others
- Effective Presentation Skills
- Successful Training Techniques
- Write to be Read
- Successful Meetings
- Performance Consulting
- Conflict Prevention

Legislation & Compliance

- Uniform Consumer Credit Code
- Privacy Act
- Trade Practices

Executive Coaching

- Customised One-on-One Programs

Project Management

- Introduction to Project Management
- Intermediate Program - Project Managers
- Advanced Program - Project Sponsors



Further information

Learning Dynamics Consulting Pty Ltd was founded in 1996. Our team is based in Sydney with a network of training professionals across Australia.

To find out more about Learning Dynamics and our services please contact:

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Online resources

Please visit our website for further information on our products, services, team members and recent projects:

www.learning.net.au

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