

Training
on the go!

The image features the word "Training" in a large, bold, blue, sans-serif font. Below it, the phrase "on the go!" is written in a smaller, blue, cursive script. Underneath the text, there are two blue silhouettes of people running, one slightly ahead of the other, moving from left to right.

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#1

Training

A black and white photograph of a business meeting. A woman in a dark, pinstriped business suit stands at a whiteboard, pointing at a diagram. The whiteboard has the words 'Marketing Strategy' written at the top in cursive. Below the text is a diagram with a central point and several lines radiating outwards to boxes. Two men in business suits are seated at a table in front of the whiteboard, looking towards the presenter. The man on the left is holding a folder, and the man on the right is holding a pen to his chin. The room has large windows in the background.

- “to form by instruction, discipline, or drill: to teach so as to make fit, qualified, or proficient.”
- developing skills, improving performance, increasing knowledge, and most importantly improving performance



- Myth #1: Training is not necessary
- Myth #2: Training is an event
- Myth #3: Anyone can facilitate training
- Myth #4: Training is only needed when someone is in a new role or assumes a new responsibility
- Myth #5: Training can't be fun or funny or entertaining
- Myth #6: Training is formal, and it is done in a classroom
- Myth #7: You can cut the time for training and still have it work
- Myth #8: Training has to be expensive
- Myth #9: If we have e-learning, it will replace the classroom training.
- Myth #10: Executives don't do training

Benefits of Training to the Organization

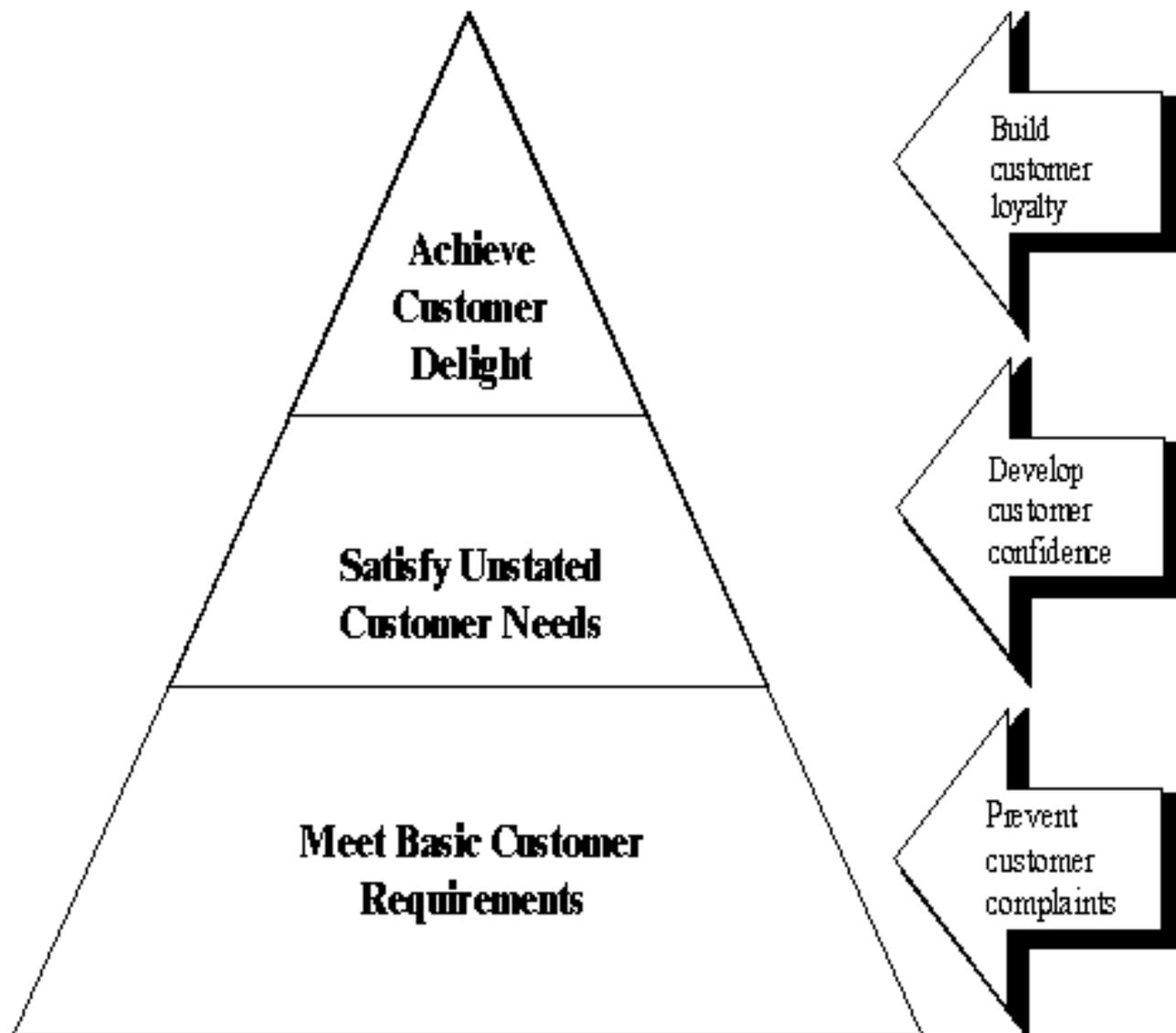
- Training increases retention
- Training improves morale
- Training drives productivity
- Training saves money
- Training builds a sense of “team
- Training builds “bench strength
- Training makes hiring easier
- Training saves time
- Training increases confidence
- Trained employees represent the company well



The Benefits of Training for Customers when Employees are Trained

- The customer gets better service
- The customer saves time
- The customer feels good about their experience

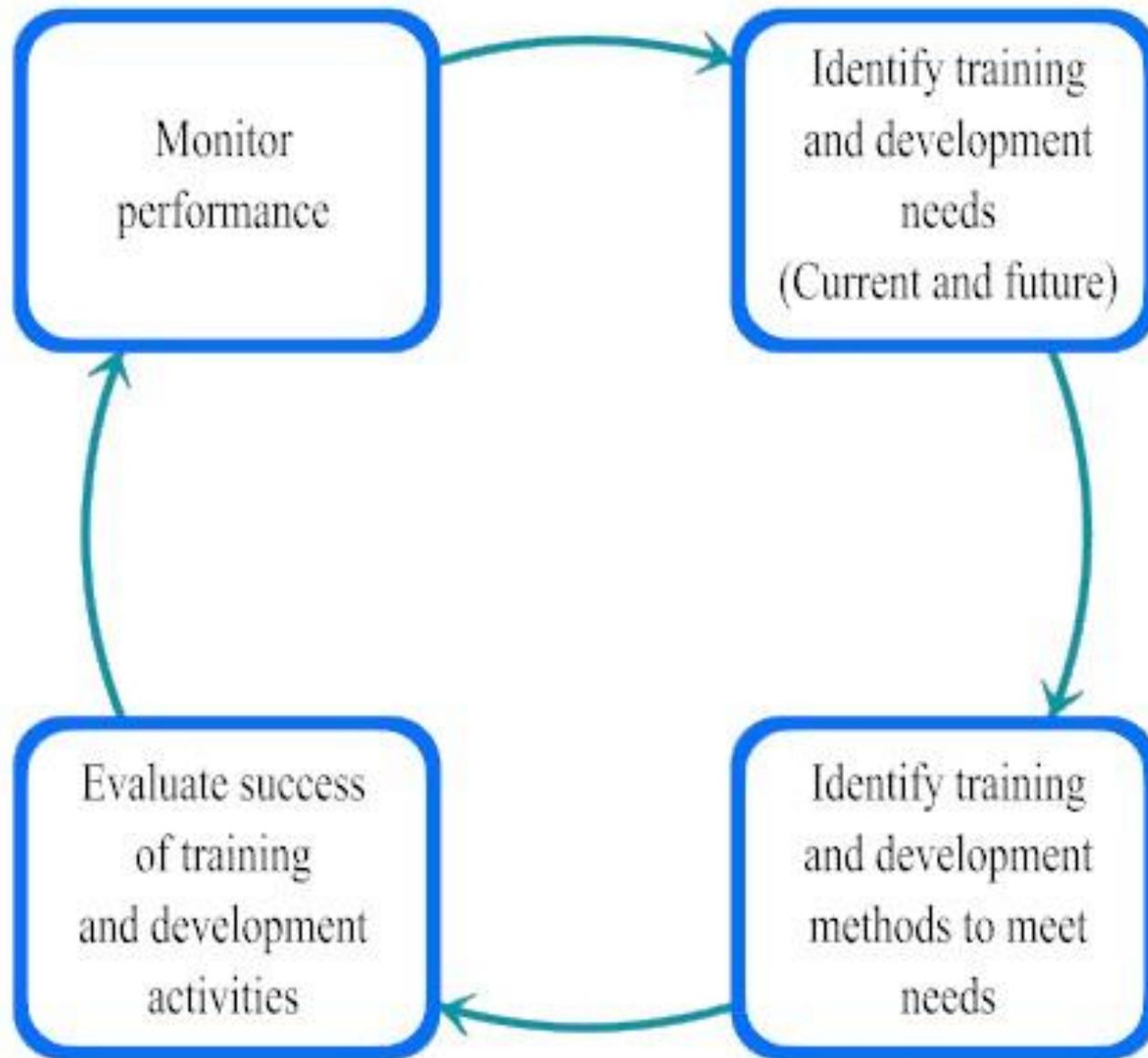
Customer Satisfaction Model



When is training needed?

- When a new employee is hired
- It reduces their anxiety.
- They “ramp up” quicker and become more efficient much quicker.
- They have decided to join you and accept the position, but they haven’t decided to stay.
- When an employee moves into a new position
- When there is a performance problem
- When it is part of their individual development plan (IDP).
- When there is massive change going on in the organization.
- When there are new products, processes, or procedures
- When you need to build bench strength as part of succession planning.
- When they ask for it.

The training and development cycle.





How People Learn

- Involvement drives learning and retention.
- People learn by doing.
- When learning is fun, people learn more.
- People learn when it is relevant to their job or current situation.
- Learning is a choice.
- People learn differently.
- Learning takes time.
- Learning is cultural.

Learning Styles

- The “visual” learner.
- The “auditory” learner.
- The “kinesthetic” learner.

Learning Mode	Appeals to what kind of learner?
PowerPoint presentation	
PowerPoint with audio	
A written exercise	
Activity where people build a tower from straws	
Writing ideas down on an index card	
Answering questions in a group discussion	
Sponge ball thrown around the room as people answer questions	
Watching a DVD	
Listening to music while individually developing ideas on paper	
Writing an idea on a sticky note and posting it on a chart	
Working with a partner on a problem and presenting the solution to the group	

Accelerated learning

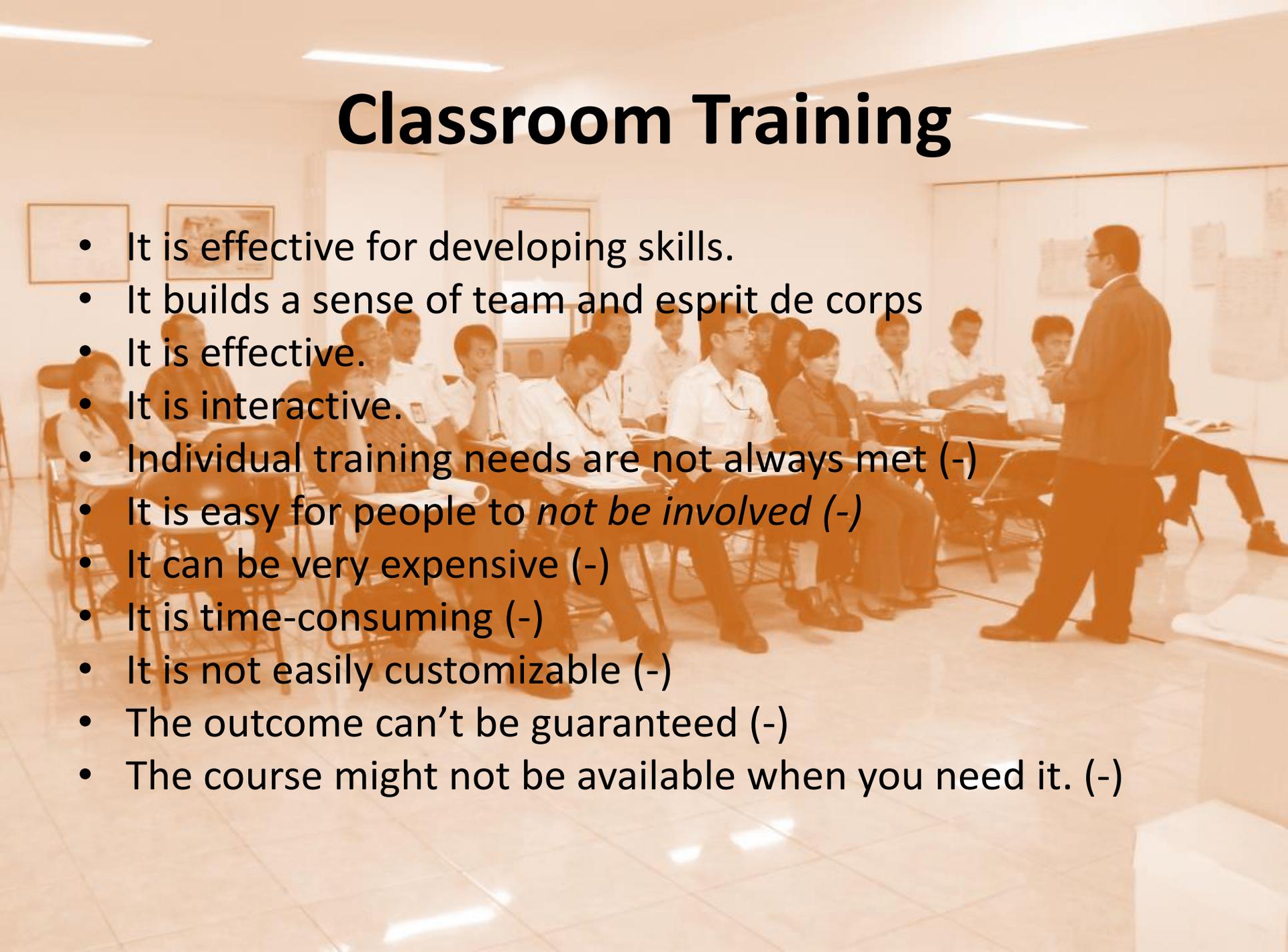
- Learning is dual-planned or para-conscious. We learn through our conscious and our subconscious mind.
- Everything makes a suggestion, either consciously or unconsciously.
- A student might consciously be listening to the teacher, but subconsciously his mind is aware of the peripherals: the teacher's mood, tone of voice, and noises in the room.
- There is no single stimulus. The way we receive or perceive information is in context.
- Everything is constantly being processed by our brain, including
- symbols, rituals, and associations.
- There is no neutral information, only positive or negative.
- Teachers need to make a concerted effort to create as many positives as possible, paying careful attention to creating a safe and fun learning environment.

Types of Training

- Classroom Training
- E-learning
- Self-Study
- Outside Seminars
- Videos and DVDs
- Audio CDs



Classroom Training



- It is effective for developing skills.
- It builds a sense of team and esprit de corps
- It is effective.
- It is interactive.
- Individual training needs are not always met (-)
- It is easy for people to *not be involved* (-)
- It can be very expensive (-)
- It is time-consuming (-)
- It is not easily customizable (-)
- The outcome can't be guaranteed (-)
- The course might not be available when you need it. (-)

E-learning

- + It is immediate.
- + It can be customized
- + It can be taken in parts
- + It is very visual
- + It can be a great pre-learning assignment for a class.
- + Learners can pick and choose.
- + The learner is in control
- It is not interactive
- It can be boring
- It is hard to customize for each learner (This is also an advantage, but for a different reason)
- You can't practice and get feedback
- It is dependent on technology
- It raises HR concerns
- It can be expensive

Self-Study

- + It is personal and can be highly customized
- + It builds confidence and self-esteem.
- + It is often very effective.
- + It is private.
- + It is easy to track
- + It is inexpensive.
- + It is immediate.
- The manager has to know what to recommend
- The self-study has to be clearly related to development in the eyes of the learner and the manager so it is not interpreted
- instead as punishment.
- It requires discipline.



Outside Seminars

- + Many are very good.
- + They are often targeted
- + They are centrally located
- + Reasonable in costs
- They are hit or miss
- They can be too generic.
- You can't control the mix of participants

Videos and DVDs

- + They are often timeless
- + The investment is a one-time investment.
- + They are usually well produced.
- + They are often accompanied by a leader's guide
- + It is great material to build a meeting or training around
- There are bad videos out there
- When used improperly, a video can be deadly.
- They can interfere with interactivity
- The initial investment can be expensive
- Equipment can sometimes be a problem

Audio CDs

- + They are inexpensive
- + They are content rich
- They are not as interactive as many other methods
- They can get boring fast



Return on Investment

- What kind of positive feedback have you received (on evaluation forms)?
- What kind of positive verbal feedback have you received from participants regarding the training?
- What kind of positive feedback has come in from participants' managers?
- Are you seeing differences in the team in terms of results, knowledge, and skill?
- Is turnover lower?
- Is morale better?

