

The Training Program

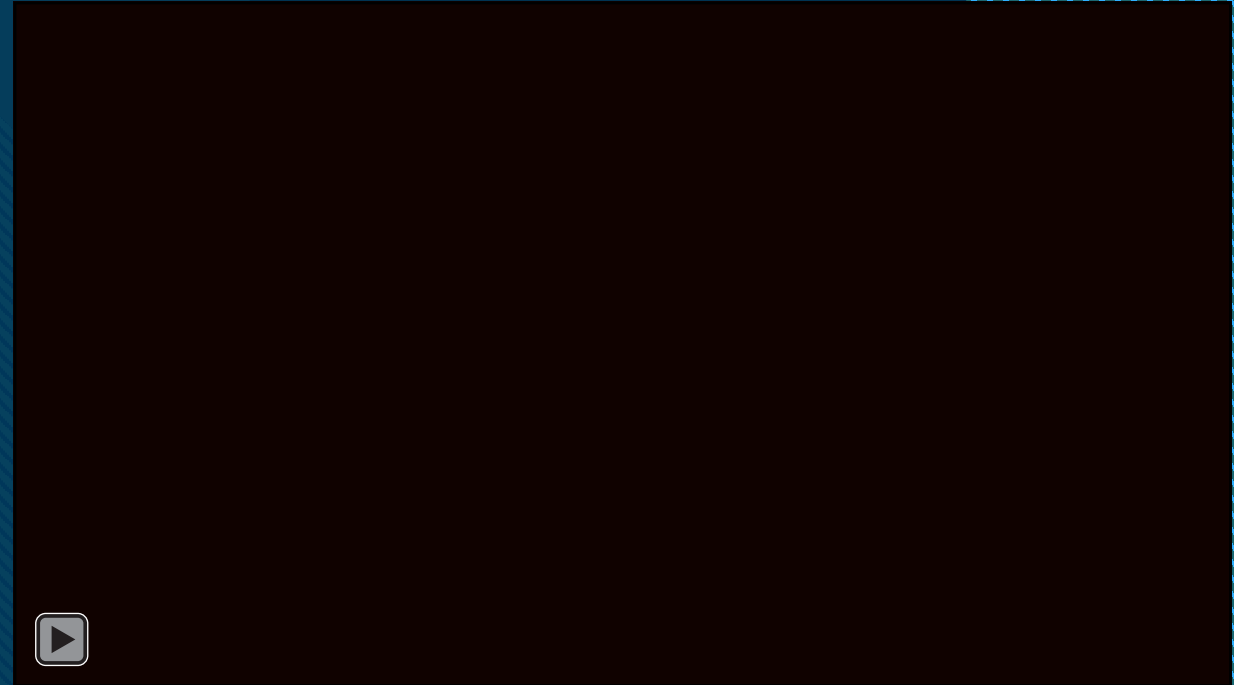
The Cornerstone of an Organization

Presented by Chris Loscar



Why is Training Important?

- Sets Standards and Expectations
- Establishes the Basis for Accountability
- Increases Efficiency and Productivity
- Ensures Competency and Leads to Proficiency
- Improves Communication and Safety



The Training Program

- Leadership initiative to ensure and improve employee performance
- Should be built on a systemic and consistent process
- Benefits both the employee and the organization
- Organizations see improvements in efficiency and productivity and increased retention
- Employees see greater job satisfaction, recognition and better work environments



Build Your Program

- Assess your training needs : What problems are you trying to solve? Who will benefit or what will the benefits be?
- Set training objectives:
 - Clearly state expectations
 - Use SMART concept (Specific, Measurable, Achievable, Relevant, Time-Bound)
 - Align with overall agency objectives, offer different options, identify barriers
- Create training plans, reverse engineering?
- Implement training plans
- Evaluate & revise training



Build Your Team

Hire for attitude, train for skill.



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Ideal Attributes

- Shared values
- Desire to be there
- Ability to teach, aptitude to learn
- Critical thinking skills
- Good interpersonal skills
- Diverse skill sets
- Instructor/Trainer, Educator, Mentor

The Training Plan

What is a training plan?

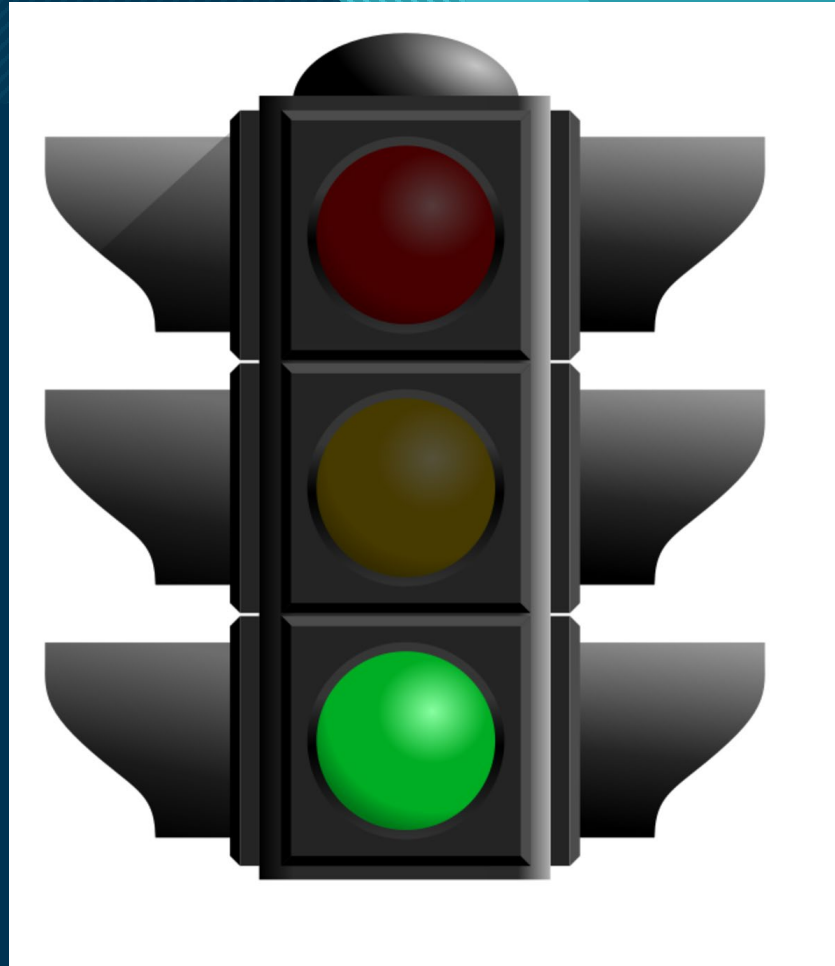
- Sets **goals** and **learning outcomes**
- Delivery methods should focus on the current needs of the organization and employees
- Define:
 - Roles
 - Mission
 - Skills needed (bridge learning gaps as needed)
- Set training goals
- Learning outcomes
- Type of training
- Resources needed
- Success measures
- Time Frame/Deadlines

What do we hope to achieve?

- Fill knowledge gaps
- Enhance performance
- Improve retention
- Ensure succession planning
- Maintain consistency
- Cross training?

Implement Your Plan

- Obtain buy-in
- Set achievable goals
- Document, evaluate, track progress
 - Keep it relevant
 - ~~Set deadlines~~



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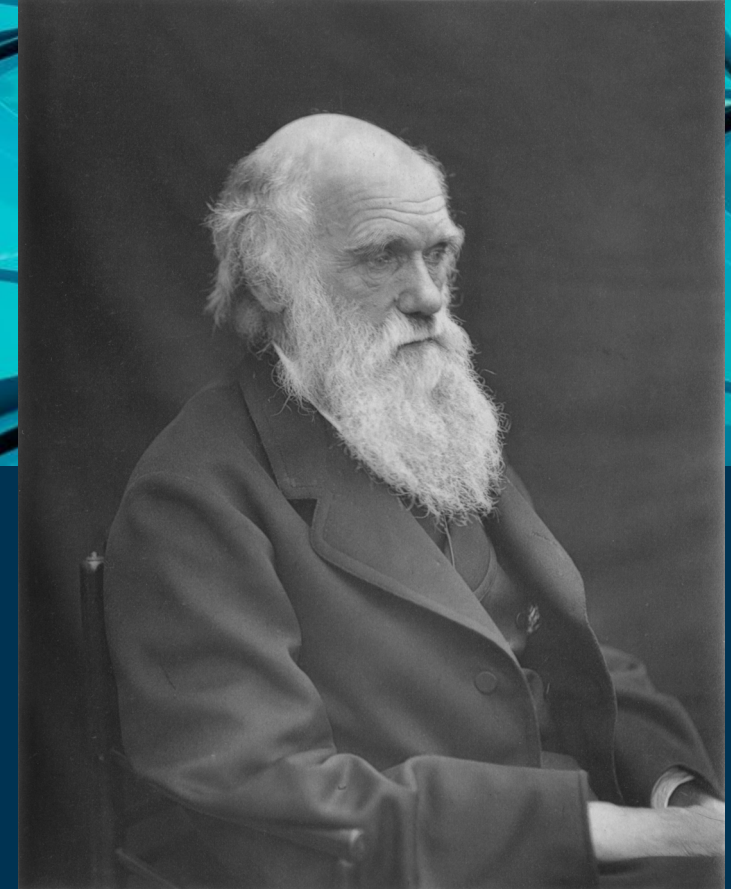
Training Pitfalls or Failure Is Not An Option

- Lack of buy in
- Lack of funding/resources
- Didn't meet objectives
- Lack of engagement
- What were the failure points?
- How can we do better?



Evolve Your Program

- Debrief with your team
- Obtain feedback from your staff
- Make improvements/adjustments
- Stay receptive and current
- Nothing evolves without stress



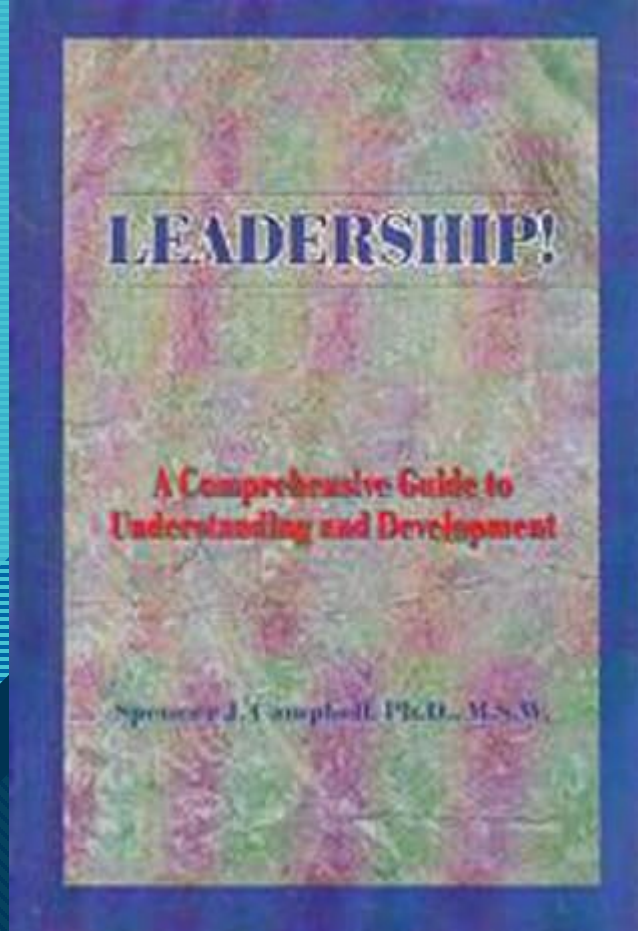
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Summary

- Develop your training program
- Hire the right people/build your team
- Identify your goals and design your training plans
- Implement your training plans
- Ensure goals are achieved and standards are met
- Evolve your program
- Make it a team effort
- Don't settle for the bare minimums

Training is a Team Effort

- “Everyone has their own particular part to play. No part is too great or too small, no one is too old or too young to do something.”
– Bobby Sands



**THANK YOU... and
a bonus book
recommendation.**