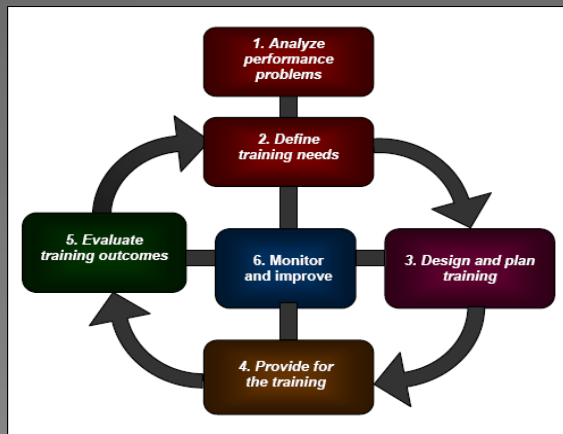


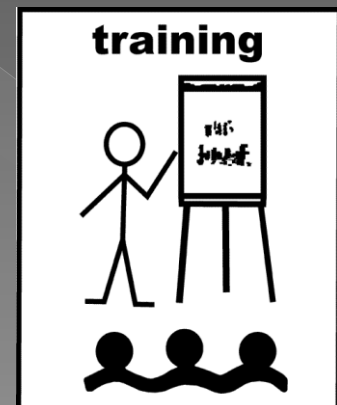
Module Training

4 Step Training Method



Definition of training

- ◉ **1a** : the act, process, or method of one that trains
- ◉ **b** : the skill, knowledge, or experience acquired by one that trains



Why is Training important?

- **Untrained Employees = Unhappy Employees.** Employees who feel inadequate, underachieving, or unsupported are unhappy. They aren't satisfied in their work, which will cause them to underperform, make mistakes, and not care about their work product. That costs the business in lost time and money.
- **Untrained Workers Have a Low Production Value.** The quality of their work is lower and of less value. The quality in performance is lower than it could (or should) be.

Why is Training important?

- Untrained Workers Are Inefficient. More time (and therefore money) and effort is spent when employees aren't fully or properly trained to perform their tasks or to fulfill their responsibilities. It takes them longer to do the work.
- Lost Time/Money Due to Mistakes. When an untrained worker makes a mistake, the time and materials used are lost. The work then has to be done again. Or worse, the inadequate product was delivered to the client.

Why is Training important?

- Lost Customers (STUDENT PARTICIPATION)
- Untrained employees can cause many of the mistakes listed above, and those mistakes and inefficiencies can cause your business to lose customers. That is the worst possible scenario, but it can happen.



Why should we train?

- Training programs and costs have an easily measured up-front cost of time and money. Those line items are difficult to handle on a tight budget. However, the costs of not training your employees can hurt your bottom line even more. These costs do not come in the form of line items, so they are often overlooked.



How does one train PROPERLY?

- ◉ Understanding, building a relationship
- ◉ Everyone learns differently
- ◉ Patience



7 Different Styles of learning

- ◉ **Visual:** These people prefer to use pictures, images, diagrams, colors, and mind maps.
- ◉ **Physical:** These are the “learn by doing” people that use their body to assist in their learning. Drawing diagrams, using physical objects, or role playing are all strategies of the Physical learner.
- ◉ **Aural:** People who prefer using sound (obviously), rhythms, music, recordings, clever rhymes, and so on.
- ◉ **Solitary:** The solitary learner prefers to learn alone and through self-study.

7 learning styles continued...

- ◉ **Verbal:** The verbal learner is someone who prefers using words, both in speech and in writing to assist in their learning. They make the most of word based techniques, scripting, and reading content aloud.
- ◉ **Logical:** The people who prefer using logic, reasoning, and “systems” to explain or understand concepts. They aim to understand the reasons behind the learning, and have a good ability to understand the bigger picture.
- ◉ **Social:** These people are the ones who enjoy learning in groups or with other people, and aim to work with others as much as possible.

How to train

- ◉ Prepare to train
- ◉ Present or Conduct the training
- ◉ Practice or Coach trial performances
- ◉ Follow Up!!!!

Prepare- 3 key strategies

- ◎ All necessary resources
- ◎ Time
- ◎ Environment

Present-3 key strategies

- Show them how step by step
- Ask questions
- Repeat if necessary

Practice- 3 key strategies

- ◉ Let them complete the task
- ◉ Coach and give feedback
- ◉ Reward them for a job completed accurately

FOLLOW UP

- Must be done regularly
- Praise in public
- Coach in confidence

Most missed step in training?

FOLLOW UP

Follow-up



Friday

Plan your follow up...

“ Self-confidence
is the foundation
of all great
success and
achievement. ”

Questions

everydayaffirmations.org

from others
I learn