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## 5 Secrets On Great Training

Training, in whatever form, is good. It could be a VET approved training package or an in-house session which informs/trains on a business plan, WHS or other company specific activity. It imparts knowledge and skills on the discipline being taught. However, it is also an opportunity to gain many more advantages for the individual and the business.

Throughout my career, I've been a trainee, a trainer and a manager of people, many times over. I've experienced these other advantages, in many instances, far more beneficial than the primary knowledge and skills outcomes. When planning your next training, consider ways to achieve the following – all of which will give an enormous boost to your business and assist with an individual's development.

**Self-Confidence:** Many require an “expert” to confirm what they already know. Yes, this is an over-simplification but it highlights the self-confidence many people gain by undertaking training – not only due to the knowledge and skills learned but also because they've been through the process and attained the recognition.

**Inclusion:** Many employees feel left out of the company - “just a number” is a common reference to this feeling. Training is an opportunity to bring people into the group and make them feel part of the process and recognise they have an important part to play. Obviously, the training has to have relevance to the employee's role and it may need to be tweaked to allow for meaningful participation.

**Consultation & Feedback:** Consultation at all levels of the organisation has been proven time and time again, an important strategy of all great businesses. It's where great feedback in the form of new ideas and fresh thinking comes from. Training is an opportunity to solicit consultation and seek important feedback. Obviously it has to be specific to the topic and sufficient time needs to be factored in to allow for this interaction. Some people just clam up when feedback is sought directly on a specific subject but when couched in a different context, many will open up. Use this opportunity to consult and seek this valuable feedback.

**Team Building:** With relevant role plays and exercises built into the training, you can foster many opportunities for colleagues to work together and build camaraderie. For various reasons, many co-workers avoid contact during their work day. A role play at a training session will break the ice and lead to a more affable and productive relationship. Seek advice from the individuals' managers on any barriers to teamwork within the workplace – it may be a great opportunity to help break down those barriers.

**Ownership:** “I wasn't trained on this product/system/process.” A common response to questions on poor performance – most times justifiable, sometimes, just an excuse. Training can eliminate those reasons. It imparts ownership to the individual and states, “I've been trained, so now it's up to me to make it happen.” Obviously, the training must not be superficial but relevant, detailed and delivered by a competent trainer in delivery and subject.

Training should not only be about imparting knowledge and skills – it should be more. It's ideal opportunity to solicit consultation and seek feedback, impart a feeling of inclusion, instill individual and collective confidence and ownership, and importantly, help build a great team spirit within the business. Your business and employees will be all the better for it.

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