Training and Development

Develop the critical skills employees need to achieve their performance goals and drive business results.

CAN'T DO or **WON'T DO**?

Training solves *can't do* performance problems.

Employees who *can't do* the skill even if they wanted to need training to develop that skill.

Training is not the best solution for *won't do* problems!

BUSINESS RESULTS ▲

Coach for Generalization

Use coaching to facilitate the transfer of skills from training to on-the-job.

Design **Function-Based Learning Materials**

Use training materials that provide precise instruction and learning opportunities to hone critical skills.

Arrange **Training Support**

Collaborate with stakeholders to ensure that the resources needed to support new skills are allocated across the workplace.

Assess **Training Needs**

Start by assessing the specific behaviors that are needed to achieve business results.

EMPLOYEE PERFORMANCE ▶

Training & Development Job Titles:

Training and Development Specialist

Learning and Evaluation Specialist

Talent Development

Instructional Designer

eLearning Development

Recurring Job Requirements:

- Evaluate the effectiveness of training activities in relation to business goals
- Deploy metrics to track progress against program metrics and report to stakeholders
- Use data/reporting to identify trends for continuous improvement and content design
- Observe learning events to improve learning and evaluation activities
- Delivers training and skills coaching for staff using various forms and formats
- Maintains records of training and development activities
- Collaborate with cross-functional teams and subject matter experts

LEARN NEW DEVELOPMENT METHODS AND OVERCOME TRAINING PROBLEMS: https://tinyurl.com/TrainOBM

IMPROVING LIVES THROUGH THE SCIENCE OF BEHAVIOR