

# Training & Development Helps Develop Employment Performance

Training and development programs are critical for employees' performance, giving them a sense of belonging, importance, job satisfaction and opportunities for advancement. In addition, it assists in reducing employee turnover and having to train new people in your company's systems, process, policies and procedures.

Companies can offer many different types training, from face-to-face, online training or a blended training (mixture face to face and online) approach as development opportunities for employees. Some types of training and development available to employees are:

- Management training
- Sales training
- Customer service training
- Computer skills training
- New employee training
- Mentoring programs
- Apprenticeships

The following are some ways employee training and development improve employee performance:

## Training for New Responsibilities

Whether employees are multi-skilling or cross-training to understand multiple roles or just moving into a new role, training provides and prepares them for new development opportunities. Employees learn new skills for their current role and also introduce

new skills that they will need in the future. An example of one form of training is an apprenticeship which allows employees to start as trainees and progress to a higher-level role.

## Industry and Technology Update

Training and development programs can help staff stay up to date on changes in their industry, eg: safety or industry standards. It can show employees new ways to think and work, using updated technology, new tools and practices in their day-to-day work, which leads to better outcomes for both employees and employers.

## Updating Employee Training

Refresher courses on the information they previously learnt in training. Sometimes when employees are working and become more familiar with their role, a refresher can help them digest, understand better and reinforce what they have learnt. Refreshers can be in the form of an online refresher course; a toolbox talk or a short video on a specific topic.

## Performance Review Findings

Performance Reviews can help identify what an employees' strengths and weaknesses are, and what skills they need to build on. These reviews help recommend training and development programs that employees can focus on to improve and build on their skills. Performance reviews can also identify areas in which they need training and support.

## Adapting to Remote Work

Due to COVID-19 pandemic many companies have moved employees to remote, offsite work. With this move employees, companies etc. have been faced with finding and implementing new tools and resources to accommodate this new working environment. Training and development on this new process of work can help in making employees' transition easier.

## Soft Skills Development

Soft skills are essential in adapting to changes at work and in the community. Soft skills training focuses on areas of communication, teamwork, problem solving, time management, attitude, work ethic, adaptability, self-confidence, ability to learn and networking.

