

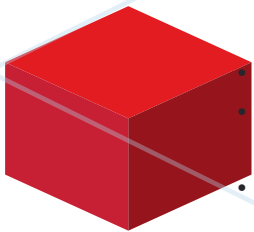
COURSE CONTEXT

- Training of frontline staff by line managers is either not followed or lacks structure.
- Training activities for frontline staff lack alignment against business results.
- Training lacks measurement and therefore cannot be managed as a standard operating procedure can.

COURSE OBJECTIVES

By the end of this course, Participants will be able to:

- Understand that people development drives business results.
- Develop their staff as a routine activity.
- Help empower staff to continually improve.
- Create an improvement process that is measurable.
- Provide practical training on-the-job.



COURSE OUTLINE

Investing in the Relationship

- Associate lifecycle.
- Three forms of development.
- Benefits of development.
- Line manager as the trainer.
- Interpersonal style development.

Action Orientated On-the-Job Training

- The structure of a successful training day.
- Feedback and motivation skills.
- How to introduce new skills.
- Creating measurable outcomes.

Positive Intervention

- The difference between counselling and coaching.
- Diagnosing the problem.
- Counselling framework.
- Achieving positive outcomes.

Training Needs Analysis

- Trainee core skills requirements.
- Critical observation and evaluation.
- Prioritising - achieving ROI on time invested.
- Linking training to business results.

Plan the Work and Work the Plan

- Prioritisation for training.
- Preparing training objectives.
- Measuring training effectiveness.

Measuring Performance

- Training report completion.
- Setting and agreeing objectives.
- Measuring impact over time.

WHO SHOULD ATTEND

- Line managers responsible frontline staff.
- Organisations where regular refreshment of performance standards is necessary.
- Emerging line managers.
- Experienced people managers in need of updating or refresher training.

RESULTS

Business Benefits

- On-the-job training as a routine activity.
- Improved motivation of staff.
- Managers with improved interpersonal skills.
- Integrated skills and knowledge into daily routines.

RESULTS

Personal Benefits

- Improved relationships with subordinates.
- More confidence in developing the team.
- Better results from employees.
- Personal learning plan for continuous improvement.

