

Bharathidasan University

Centre for Differently Abled Persons

Khajamalai Campus
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Diploma in Vocational Training and Management

Course:

Work place Behavior and employability skills
Unit-3

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Topics

- ◆ Why do we Need Training?
- ◆ What is Training & Training Principles?
- ◆ A Systematic Approach to Training
- ◆ A Training Lesson Plan

Your Objectives

Following this presentation you should be able to complete the following objectives:

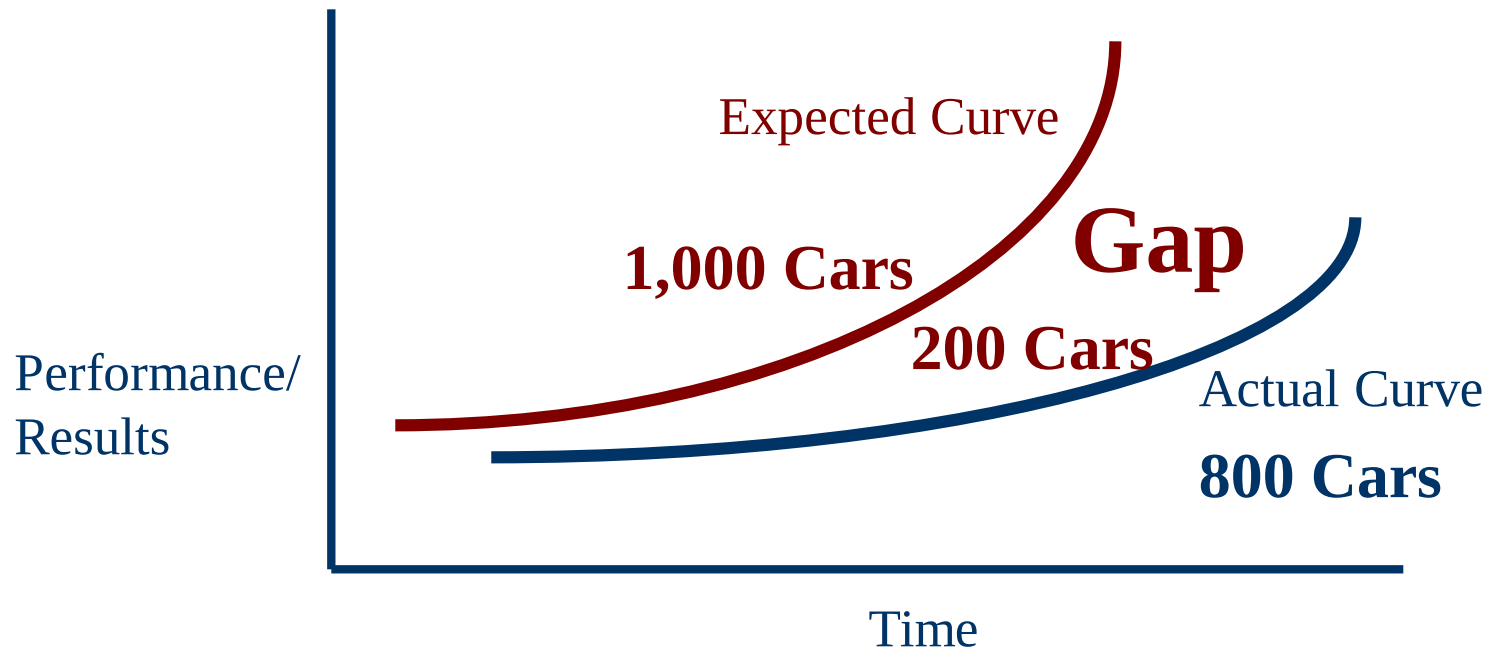
1. **Describe why training is important and distinguish amongst training, education and development**
2. **Define the ASK concept, and comment upon the relative difficulty in developing people's attitudes, skills and knowledge**
3. **List the nine steps in the training process and be able to explain each step with reference to hospitality examples**
4. **Develop an appropriate training lesson plan.**

Do Organizations Need Training

- ◆ The answer is “YES”
- ◆ However, we must know the **purpose** and **functions** of training before we can use it.



The Gap Concept



In training terms this means we need to develop programs to fill the Gap

Training Needs

The reasons for not making the 1,000 cars:

- ◆ Not enough resources
- ◆ Poor machines
- ◆ Poor staff skills

As training experts we must analyze the situation to determine if:

- ◆ Expected result too high
- ◆ Target achievable
- ◆ Is training the only way to make it happen
- ◆ Are there other factors.

Exercise 1

- ◆ Imagine you are the managing director of a full service restaurant. One day you receive a complaint letter from a guest reporting s/he was not satisfied with the follow up regarding their criticism of being overcharged in one of your restaurants.
 - **Why was the complaint made?**
 - **Is there a training need?**

3 Reasons to Consider Conducting an Internal Needs Analysis

1. Employee obsolescence/out-dated –
 - Technical advancements, cultural changes, new systems, computerization
2. Career plateaus
 - Need for education and training programs
3. Employee Turnover
 - Development plan for new employees

Importance of Training

- ◆ Maintains qualified products / services
- ◆ Achieves high service standards
- ◆ Provides information for new comers
- ◆ Refreshes memory of old employees
- ◆ Achieves learning about new things; technology, products / service delivery
- ◆ Reduces mistakes - minimizing costs
- ◆ Opportunity for staff to feedback / suggest improvements
- ◆ Improves communication & relationships - better teamwork

Benefits of Training

- ◆ Most training is targeted to ensure trainees “learn” something they apply to their job.



What is Training?

- ◆ Training is a systematic process through which an organization's human resources gain knowledge and develop skills by instruction and practical activities that result in improved corporate performance.

Differences between Training, Education & Development

- ◆ **Training** is short term, task oriented and targeted on achieving a change of attitude, skills and knowledge in a specific area. It is usually job related.
- ◆ **Education** is a lifetime investment. It tends to be initiated by a person in the area of his/her interest
- ◆ **Development** is a long term investment in human resources.

References

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◆ Thank you