Course Code: BBHR3003

Course Name: Trainning and Development

Training & Development



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Topics

- Why do we Need Training?
- What is Training & Training Principles?
- Objective and scope of training



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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 KSA concept, and comment upon the relative difficulty in developing people's knowledge, skills and attitudes.
- 3. Training need identification/ TNA analysis.
- 4. List the nine steps in the training process and be able to explain each step with reference to hospitality examples
- 5. Develop an appropriate training lesson plan.

What is Training

• The systematic development of the knowledge, skills and attitudes required by an individual to perform adequately a given task or job."

-Michael Armstrong.

• "The act of increasing knowledge and skill of an employee for doing a particular job."

-Edwin B Flippo.

• Training is the intentional act of providing means for learning to take place.

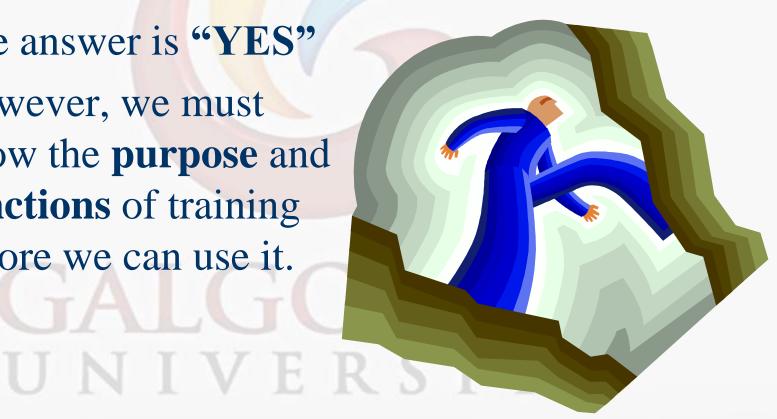
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Do Organizations Need Training

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



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The Gap Concept



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

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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.

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

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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

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Purpose of Training

- Increase Productivity
- Improve Quality
- Update employees' skills
- Help a Company fulfill its
 Future Personnel Needs
- Improve Organizational Climate
- Improve Health and safety
- Provide Competitive Advantage
- Increase Intellectual Capital



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Benefits of Training

 Most training is targeted to ensure trainees "learn" something they apply to their job.



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What is Training?

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

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- 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. Usually for managerial positions.

Course Cod

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TRAINING & DEVELOPMENT

TRAINING

- It is a short term process.
- Narrow focus of skills acquisition.
- Training is led by an instructor.
- Training is acquiring the knowledge, skills and attitude.

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• It is primarily related with the job technical skill learning.

DEVLOPMENT

- It is a long term process
- Long term and broader perspective of integrated development of individuals.
- Development interventions may include counselling, mentoring, feedback, spiritual activities, community services or learning through actual performance of the work etc.
- Development takes the route of discovery or exploration of the potential through awareness, practice and modification.
- It is mainly useful for long term

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Course Code: BBHR3003 References Course Name: Trainning and Development

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