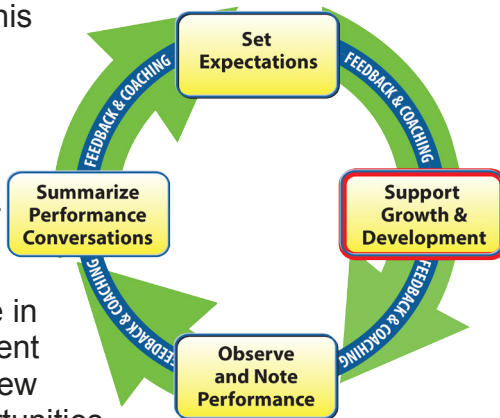


You've Sent Your Team to Training...Now What?

One component of the FACE of Performance model is *Support Growth and Development*.

The focus of this component is on employee **learning and professional development**.



Supervisors play a key role in this development by providing new learning opportunities to their employees to help them achieve career and personal goals. However, sending them to training should not be the final piece of supporting their growth.

According to “Flawless Implementation: Five Keys for Successful Training,” a whitepaper by NetSpeed Learning Solutions, one of the critical factors of successful training implementation is “support of the training initiative from line managers” and “94% of learners who experienced improved performance reported that their manager provided support and encouragement to attend and apply the training.”

Training programs can produce “a positive impact on strategic objectives” if the following question is addressed and discussed: “What business objectives drive the need for this training program?”

To help ensure that training is beneficial and that business objectives are met, the training should “include post-class reinforcement and evaluation. Reinforcing key skills and practices

after a training or learning event increases the chances that you’ll achieve learning transfer and on-the-job performance improvement.”

Managers can obviously play a “pivotal role” in the success of training by committing to some or all of the following:

- Attending the training program themselves
- Setting goals with their direct reports who attend the training
- Meeting with direct reports after training to reinforce on-the-job application
- Including training and skill development goals in performance reviews
- Collaborating with direct reports to write and share case studies that demonstrate on-the-job application of new skills

Nurturing the employee’s new skills can also be accomplished by allowing the employee scheduled time to reinforce information learned in the classroom by utilizing [ULearnIT](#), the county’s new online learning portal. Completed supplemental content is trackable through management reporting and will allow the assessment of the employee’s growth and development.

Need more tips on how to reinforce training after the training ends?

Want more information on sending your team to training courses or utilizing ULearnIT?

Contact the HR Training & Development Team: training@pinellascounty.org or (727) 464-3796.