

Training Programs – One Size Does Not Fit All

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Definitions

- **Learning** is the acquisition of knowledge or skills through experience, study, or by being taught
- **Training** is the action of teaching a person or animal a particular skill or type of behavior
- **Information Transfer** is the act of moving data from one place to another

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Training Program Challenges

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Possible Training Challenges

The Program Perspective

- Keeping Pace with Changes
- Hectic Employee Schedules
- Remote, Decentralized, and/or
Dispersed Workforce
- Diverse Workforce / Skills
- Cost of Training
- Time & Frequency of Training
- Quantifying Training Effectiveness
- Testing Training Effectiveness

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Possible Training Challenges

The Delivery / Concept Perspective

- Consistency of Training
- Relevance of Training
- Practicality of Training
- Complexity of Training
- Delivery Techniques
- Different Learning Styles
- Learning Environment
- Active Engagement

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Possible Training Challenges

The Employee Perspective

- Dealing with Change
- Acknowledging the Importance of Training
- Understanding the Training
- Relevance to Job / Skill

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Training Program

Possible Gaps

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Possible Training Gaps

The Program Perspective

- Clear & Concise Training Goals
- Who is Building the Training
- Meeting the Needs of the Entire Workforce or Sections
- Standardization of Training
- Measures for Training Effectiveness
- Incident Trends Analysis
- Developing Leaders & Managers
- Responsibility & Accountability

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Possible Training Gaps

The Delivery/Conceptual Perspective

- Different Perception of Training Need
 - Company, Manager, Employee
- Information Delivery vs. Practical Application / Training
- Training for Effect vs. Check the Box
- Timing of Training
- Who is Conducting the Training
- Delivery Methods

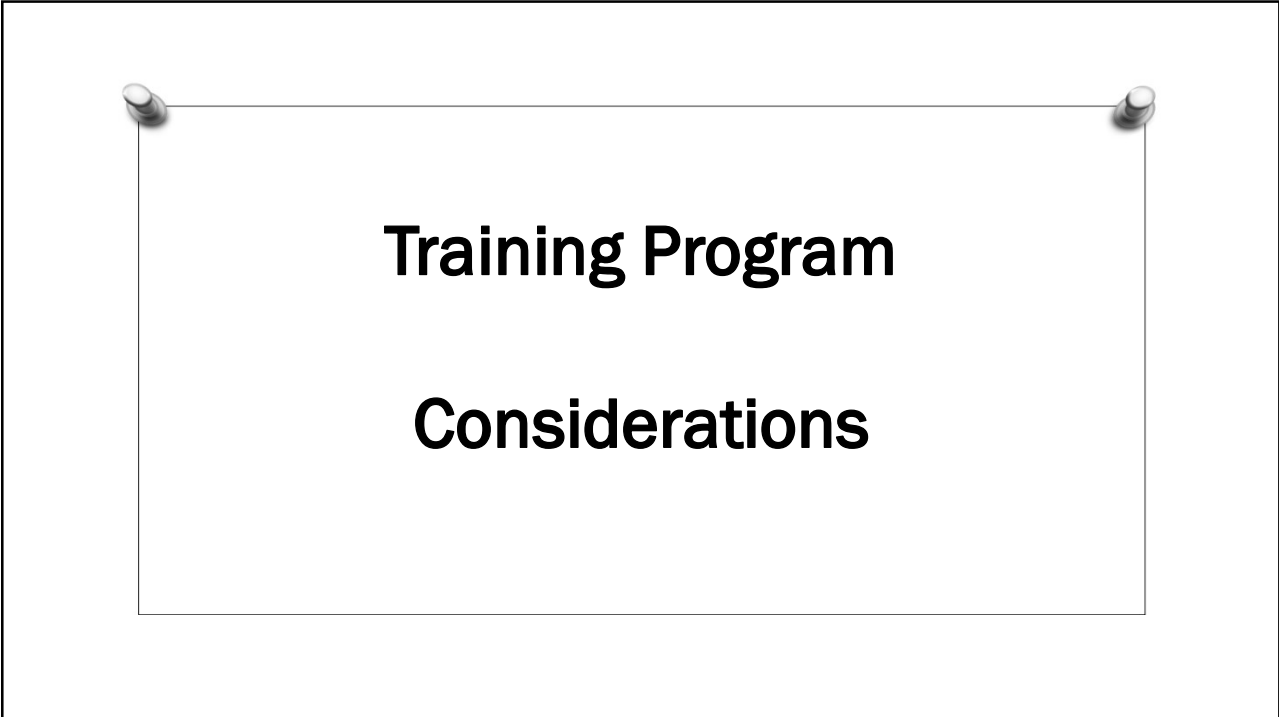
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Possible Training Gaps

The Employees Perspective

- Providing the Why
 - What's in it for the Employee
- Material Retention
- Employee Involvement
- Amount of Training
- Options/Type of Training Available
- Relevance of Training
- Pressure / Stress Factor

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Training Program Considerations

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Have You Considered?

- Outline Clear Objectives
 - What Needs to be Achieved
- Identify “Tiger Team” to Build / Review / Update Training
 - SMEs, Diversity, Varying Skill Levels
- Incorporate Micro-learning
- Vary the Course Material – Videos, Text, Pictures, Audio, Briefings, Activities
- Varying the delivery medium – Mobile, Pamphlets, Flyers, Recordings

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Have You Considered?

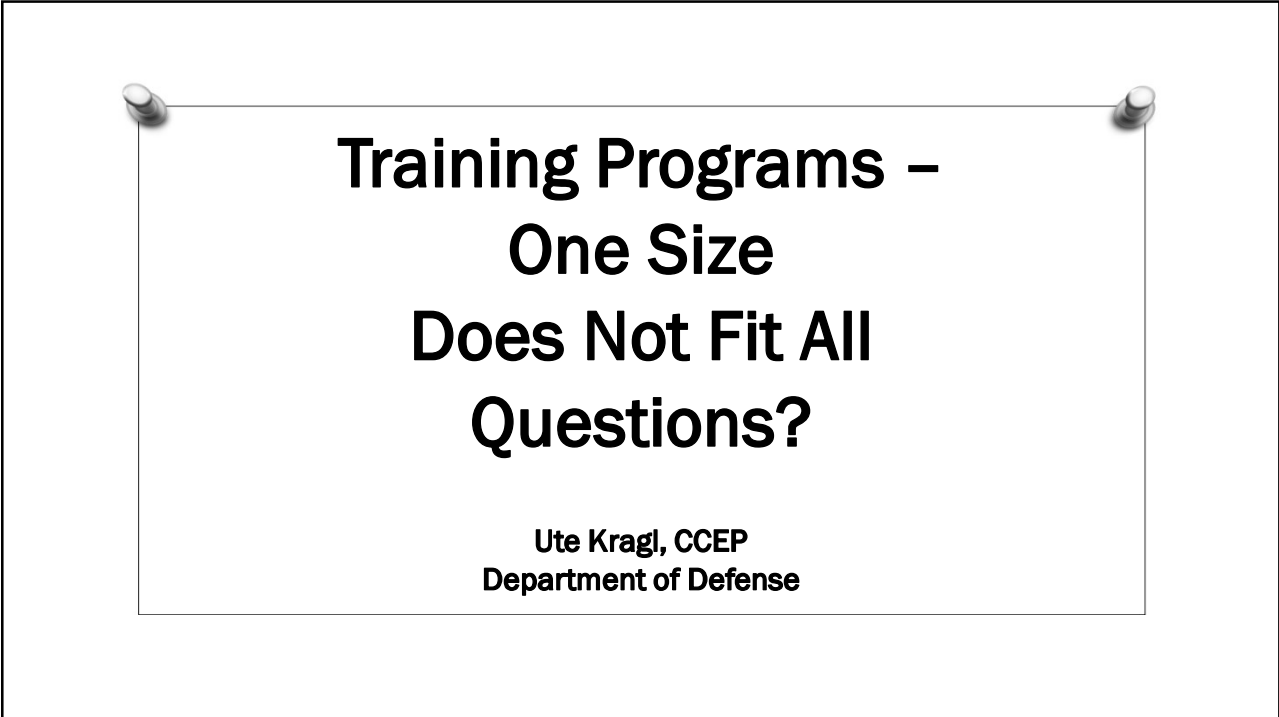
- Addressing Different Learning Habits
 - How Tech-savvy is your Workforce
 - Teaching to 3 Generations
- Practical Applications to Gauge Learning
 - Provides Metrics for Trend Analysis
- Personalize the Training
 - Make it relevant to the department/
skill set
 - Interpret the Legal Jargon

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Have You Considered?

- Design Tiered Training Path
 - Reinforce key points & add pertinent data
 - NEO, OJT, Annual Refresher
- Train-the-Trainer/Leadership
- Involve Employees in Their Training
- Change up the Environment

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**Training Programs –
One Size
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Questions?**

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