

“It Takes a Business to Raise an Associate”

As many of us who have ever experienced the plethora of self help books know there are a few out there telling you how to raise your children and how others affect it. Well training a new or existing associate is no different. Many people within an organization play a part in the development of an associate. Don't get me wrong the associate itself has a key role but they must be supported by others.

So let's examine how others within an organization play a part in an associates training. Let's assume you are the associate in question, your supervisor signs you up for the class. You attend the training, return to work, and now three months later you are in the supervisor's office getting a poor performance evaluation. What happened? You attended training. You learned something. Why the failure?

Let's reexamine what happened in this scenario:

Today is Monday and your Supervisor informs you that tomorrow you need to be in location B for training. That is the extent of your notification. On Tuesday you arrive at location B with yourself and a notebook. The instructor introduces themselves and welcomes all to the class. During introductions the instructor asks you all to share with the class why you are attending and what you hope to gain from this class. At this point you tell the class you are here because you were told to be yesterday and other than the location of the class and its name you are unsure of what to expect. A little embarrassed you are open minded to the class. The class begins and the instructor supplies you with a manual and a little background of what will be taught for the next two days. The class is great and introduces some wonderful ideas and you really enjoyed it. You return to work and you try to introduce a few of the ideas from the class but it just doesn't work with your day to day life and after about 3 days you have lost your enthusiasm from the class and you are beginning to forget what you learned. So it is, three months have passed and you are now sitting in your Supervisor's office getting a poor performance evaluation.

How could this have been different?

You join the team at the ABC Company and your Supervisor tells you that they offer off site training to their associates. You've been at the company 3 months and your supervisor enters your cubicle. In two weeks there will be a class at Location B for two days that will help you improve your Time Management skills. Are you interested? Of course you are. Your supervisor then covers what will be covered in the course, he explains what you need to take with you to the class (you will need to track your daily activities for the next week and rank them at most difficult to least difficult and also things that you must do and things you could delegate), he asks you what you hope to gain from the course and shares what he hopes you gain from the course, and then together you set goals for the training and you set a follow up meeting. On Tuesday you arrive at Location B with your goal and your prework. The instructor introduces themselves and goes thru the participant's introduction and asks each person why they are attending and what you are hoping to gain from this class. You happily share with the

group that this is part of your development and that you hope to work smarter not harder. As the course progresses you have all your prework done and you actively participate and take a great deal of notes. You really enjoyed the training and you took a great deal of notes that can help you in your day to day work life. You return to work on Thursday and at 10am you have a meeting with your supervisor to review the training. You and your supervisor review the training and your supervisor takes a lot of notes and asks you to share the training with the other members of the team next week in the staff meeting. You now become the champion of Time Management within your group. You have your goals set, you set goals with other team members, and the supervisor revisits this initiative at each team meeting.

You are now at your performance review 3 months later. Your review is excellent and the supervisor asks you about additional training you are looking for to help your career.

The same training but two very different experiences. What is the difference? The difference is the fact that training does not happen just by sitting in a classroom. Training is something that must be reviewed and practiced. Hearing something will only be processed 11%, but if someone sees it and reviews it 83% of it will be processed.

Don't be the supervisor who blames the trainer because the training didn't accomplish anything. Trainers can teach but what they train must be reviewed and reinforced.

Tomorrow Mike and Rascal are attending their first day of Obedience Training (now for those who personally know both of them stop laughing this is a good thing not a waste of money) and they have goals and know they must practice to make this training work. They also know to maximize the training the need to share what they learn with Toby, Ashley, and me. That's what is going to make the difference in the training.