![Think HR logo] **Think HR**

Webinar Series

Show the Love
Training by Design

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Chief Knowledge Officer

This webinar is being recorded. For good sound quality, please mute your phone.

Use the chat box at the side of your screen for questions or logistical issues.

We will answer every question, either during the webinar or within 24 hours.

This session is certified for 1 general HRCI credit.

HRCI credit information available at the end of the webinar.

- Building a learning culture

- "Show the love"

- Getting launched

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Avoid the trap of emotional justification

Everyone else is doing it.

We need to keep up.

It's the right thing to do.
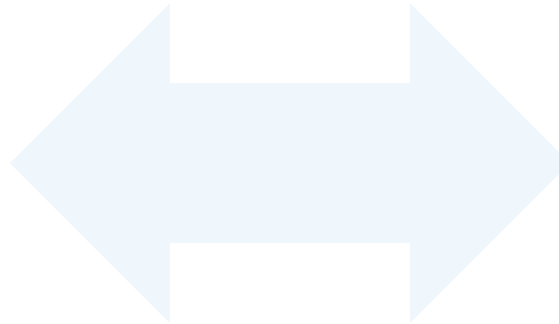
Trained employees produce more.

You can measure it.

Superstars want to work with other superstars.

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You can measure it…

Retention stats

When companies care, employees stay

More TLC

– Less quality issues

– Greater customer loyalty

– Builds a winning brand

– Winners want to be part of that business

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Play the "culture card"

Enhanced corporate communication

Shared messaging and values

Shared commitment to the goals of the company

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Play the "Culture Card"

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Talk Numbers

Turnover statistics

Replacement costs

Lost productivity

Increased productivity

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A Business Case for Training

Andy Grove's formula for measuring the value of training

10 new managers, working 2,300 hours per year
23,000 **total hours worked**

Standard training of 4 courses and 8 hours of total time
80 hours **total investment**

1% improvement
230 hours **of work saved**
from 80 hours of training time

Percentage of people who leave companies

Percentage of companies who leave people

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Dear Sirs,

I QUIT!!

Sincerely,

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What do your exit interviews tell you?

Not enough reward

Investment one-sided

Not learning enough

Not enough career advancement

Too much punishment

Poor or inappropriate communication

Lack of good feedback or support

No mentoring

Few learning moments

Being micro-managed

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the harris poll ®

41

Percentage of employees who leave after reporting poor training opportunities

88

Percentage of employees who stay after reporting excellent training

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Put First Things First

Assess outcomes
What do we want learners to know and demonstrate?

Consider the audience
Who needs this training? Are there any commonalities?

Determine the type
Functional, managerial, or behavioral?

Make a schedule
When can it happen and are there resources available?

Develop the budget
Do you have the funds, can they make the time?

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Online   vs.   In-person

- Easier to administer
- Lower cost
- Uniformity in message
- Better for compliance courses
- Better for short or modular learning

- Culture development
- Strategic planning
- Unique skills training

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Launching Your Program

Sell to management
Train the bosses first. Get them on board.

Communicate
Let participants know what to expect.

Plan the love
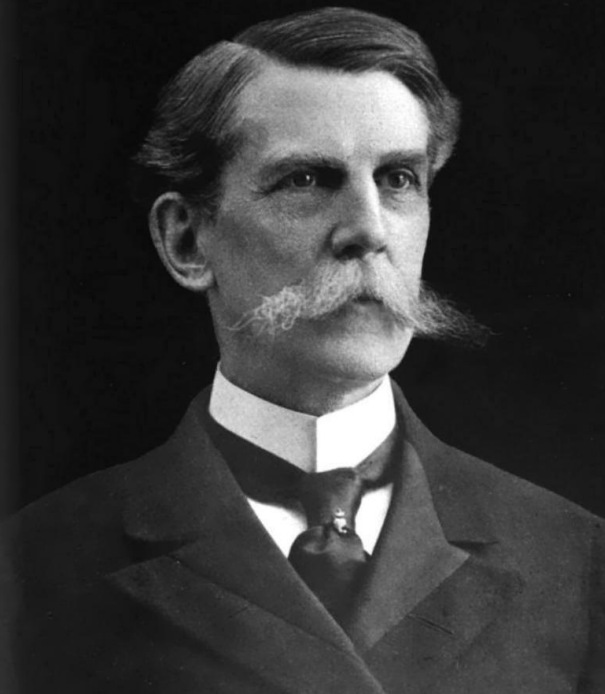Have a thoughtful curriculum that shows you care.

Deploy
Measure and monitor results.

Celebrate
Be grateful and win big!

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Build a culture of learning in your organization

"Man's mind stretched to a new idea never goes back to its original dimensions."
Oliver Wendell Holmes, Jr.
Supreme Court Justice

There's nothing you can know that isn't known, Nothing you can see that isn't shown. All you need is love. Love is all you need."
John Lennon and
Paul McCartney

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