

DOWNLOAD PDF TRAINING, RETENTION, AND PROFESSIONAL DEVELOPMENT

Chapter 1 : How Career Development Programs Support Employee Retention

Just how big a role does professional development play in employee engagement and retention? A recent study provides us with some new insight. BetterBuys, a Web-based resource on business technology, recently surveyed 2, employees “the majority of them managers” to try to quantify the.

Email Training Increases Employee Retention By investing the appropriate training in employees, they will develop a greater sense of self-worth as they become more valuable to the company. She was bright, articulate, and eager to learn the hotel business from the ground up. She was going to be my front desk star. I arranged an interview with the front office manager and she agreed: However, she confessed to me, the real reason for leaving was a simple one: No one took the time to train her. She felt horrible that she was not pulling her weight; however, she was just not comfortable in what she was doing. Simply put, she did not feel knowledgeable enough to do the job and she did not want to let anyone down. In her mind, quitting was the best option. When we play a game, we always ask the questions: I learned during my career in Human Resources and Training that most employees want to do a good job. People enjoy coming to work when they feel their efforts make a difference for the company. Oh, to feel the sweet effects of success! They also enjoy receiving recognition for the contributions they make to the company. The fear for many companies is that they spend time and money developing people, only to see them take those newly acquired skills to another company. However, training actually can increase employee retention, when the training reinforces the value of the employee. Associates want to feel that the job they do is important to the success of the business and that the business is investing time and money in them to have the job done correctly, and at the highest level. Training also allows associates the opportunity to learn new skills and hone existing skills they bring to the job. Being able to grow in a position and feel good about the job they are doing is important to an individual and their view of the organization. By investing the appropriate training in an employee, they will develop a greater sense of self-worth as they become more valuable to the company. The company, too, will gain specific benefits from training and developing its workers, including increased productivity, reduced employee turnover, and decreased need for constant supervision. As a Human Resource Director for 12 years, I saw employees leave organizations for better jobs and more pay, but I can honestly say I never saw an associate leave a job for merely more pay. Keep your employees interested in continuing their career by using training as a way to demonstrate that the company values them. Training is a bridge that can lead to employee satisfaction and a higher retention rate for your company. Joe Lipham is a training account manager for Signature Worldwide, a Dublin, OH-based company offering sales and customer service training, marketing, and mystery shopping services for a variety of service-based industries. For information, call Special hotel rates are available for attendees, book your room today! Need training on Articulate Storyline? Start with Fundamentals and then take Next Level Design.

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Chapter 2 : Professional development positively effects engagement and retention, study says

The right employee training, development, and education, at the right time, provides big payoffs for the employer in increased productivity, knowledge, loyalty, and contribution from employees.

Gone would be the days of training new employees in basic concepts like quality, teamwork, productivity, and customer service. Many employers hope that only the most qualified apply for every position. Hiring managers dream of the day when they will not have to weed through hoards of untrained, unqualified candidates. When it comes to providing employees with quality professional development, however, some of those same employers do not want to invest the time, energy, and money. Whose responsibility is it to develop people into quality employees? Or can smaller companies contribute by offering professional development opportunities as a way to attract and retain highly qualified people? Ongoing Professional Development Matters in the Long Run There was a time when all major employers actively developed young professionals into managers, leaders, and key contributors because they took responsibility for their employees. While many employees were still excluded from those opportunities, the days of systemic professional career development are long gone and forgotten at most companies for all levels. The few companies that do still provide opportunities often fail to train their managers in how to support people in accessing the available internal and external resources. In order to retain quality people and attract more quality people to your company, it is essential that you have a well-developed professional development process that includes formal workshops, college classes, certifications and informal on-the-job, mentoring, peer-to-peer exchange, job shadowing options. Since the average time any employee stays is about five years less for younger professionals, investing in training may seem like a losing proposition. If, however, you consider that a bored or untrained employee can cost money in low productivity and higher turnover rates, training sounds more feasible. Most young professionals point to a lack of opportunity for personal and professional growth for their reasons to leave; and by the way, more mature professionals report the same. Continuous professional development helps to ensure that you maintain and build a competent workforce to meet the ever changing demands of our times. Additionally, research shows that individuals who access professional development company supported or not are more engaged and committed to meeting the challenges of working at a dynamic organization. When that access is supported by the company, employees are more likely to be loyal and apply all their newly developed skills and knowledge to the success of their employer. With the vast majority of people working in Vermont being employed by companies with 50 or fewer employees and many of those people working for companies with 10 or fewer employees, it is the smaller companies and organizations in this state that are in a perfect position to provide professional development resources. If Vermont wants to continue to be a viable competitor in this ever-changing world, it is up to all of us to develop people so they stay here and help the entire economy grow. When managers take time to listen to what their people want from life without threat of being released for insufficient commitment, they may discover that an administrative assistant wants to be more involved with operations; a marketing assistant has some natural training and technical writing skills; a financial analyst wants to be more involved with human resource matters; and that a seeming mediocre sales representative would actually be a good sales manager. So maybe the administrative assistant is not given the title of operation manager, but she could take leadership on redesigning the office space or locating a new office; and the financial analyst could assume administration of payroll and benefits instead of becoming the human resource manager. Some useful steps in assisting employees in their professional planning include: Taking an honest and thoughtful self-assessment to identify skill, knowledge and experience gaps. Planning practical steps with goals and timelines to fill gaps Acting consistently with the plan by accessing peers, managers, mentors, webinars, conferences, certifications, and college courses, as necessary. Taking time to reflect and evaluate, making informed decisions along the way to allow for personal growth. If your managers are not amenable or lack the natural inclinations to having these conversations, then external professional

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career consultants can be useful. Yes, professional development matters. First, you will be surprised to find that when asked, most employees have fairly modest professional development ideas. Some people will want to pursue degrees or certifications, but that does not mean the company has to finance those goals. Only a few people will have a skewed perception of their own abilities. Be careful to set modest expectations when initiating this process. Include your employees in developing the program – it could actually be a professional development opportunity for a few people to form an ad hoc team and lead the company through the process. Although this may seem disruptive and inconvenient for any employee to leave a small company, no one is irreplaceable. I say it because, as a small business owner for 25 years, I have always been able to turn a welcomed or unwelcomed departure into an opportunity to redefine a position or reposition the company. We get attached to the predictable because it seems easier, more comfortable; but comfort is not necessarily what will help a company or teams achieve their potential. Making it safe for individuals to talk about their desire to separate allows for cleaner transitions for the individual and the company. When your employees live in fear of being escorted to the door at the hint of dissatisfaction, they look for external jobs in secret often using company time and resources and will leave without notice, causing a lot more disruption. Additionally, when a company chooses to release an employee – for whatever reason – the costs can include: Outplacement services are available to companies looking to transition employees, but professional development services is the better option. Trust me, in the long run, it is much less expensive and disruptive to the company, teams, and customer relations to provide professional development for your employees. In return, you will have a stronger, more effective and resilient workforce that actively engages in the success of the company because they want to be a part of a dynamic company. This post was originally published on LinkedIn. Markey Read is chief consultant of Career Networks in Williston. More from UVM Outreach.

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Chapter 3 : Why Professional Development Matters to Employees

For more information on staff development and professional training, please contact a member of CAI's Advice and Counsel Team at or , or ask for an account manager to discover the different training options CAI offers.

What is Employee Training and Development? Employee training and development is a broad term covering multiple kinds of employee learning. Training is a program that helps employees learn specific knowledge or skills to improve performance in their current roles. Development is more expansive and focuses on employee growth and future performance, rather than an immediate job role. Why you need high-impact employee training and development. Good training and development programs help you retain the right people and grow profits. As the battle for top talent becomes more competitive, employee training and development programs are more important than ever. Hiring top talent takes time and money, and how you engage and develop that talent from the time they are first onboarded impacts retention and business growth. As companies grow and the war for talent intensifies, it is increasingly important that training and development programs are not only competitive but are supporting the organization on its defined strategic path. Employee training and development programs directly impact your bottom line. According to SHRM , the link between learning and business success is compelling. Download our ebook [Here is how you create high-impact employee training](#). The following steps can help you translate business objectives into a tailored training plan. Keeping business goals in focus ensures training and development makes a measurable impact. Categorize these learning objectives into these three groups, and have activities in your training plan that target all three. How can you help learners understand why they need to change their behaviors? What do your learners need to be able to do the job? These behaviors will have the most impact on performance. What must your learners know to perform their jobs well? Distinguish critical knowledge from nice-to-know information to identify what content should be in the course, and what should be in optional resources. The most effective training programs use layered, sustainable learning activities to create performance improvement over time. A layered approach makes sure your program targets the essential employee, customer, and business needs while training the right people at the right time in the right way. A layered approach is the best of all worlds because it blends learning experiences and training methods that maximize the benefits of your time. Evaluate Effectiveness and Sustain Gains: In fact, continued support is required to ensure that initial training sticks. Advantages and benefits of high-impact employee training. Top companies invest in training programs because they know the investment pays off in individual and organizational benefits. Here are a few examples.

Chapter 4 : Employee Training & Development drives retention - Maventra

Career development also can help with retention because employees can develop a sense of loyalty for employers who are willing to invest in them. Likewise, when it is time to hire new employees, career development programs can be attractive to job-seekers.

Chapter 5 : What is Employee Training & Development? - AllenComm

Professional development training is overlooked and underappreciated as an employee retention and recruitment tool. In fact, it's often one of the first things to go when budgets get cut. Here are some reasons why investing in the growth and development of employees is a smart idea that is evergreen.

Chapter 6 : Training Increases Employee Retention | Training Magazine

Employee training programs are more than just a perk: effective employee training programs have been linked to

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improved retention and engagement rates. Unfortunately, training and professional development programs are often considered superfluous and are the first thing to go when an organization is looking to lower costs.

Chapter 7 : the learning pyramid - various percentages of retention.

strategies for retention, with particular attention to the role of professional development in retaining staff. The data and research findings for this paper were.

Chapter 8 : Training and Development Leads to Higher Productivity and Retention

Training is a bridge that can lead to employee satisfaction and a higher retention rate for your company. Joe Lipham is a training account manager for Signature Worldwide, a Dublin, OH-based company offering sales and customer service training, marketing, and mystery shopping services for a variety of service-based industries.

Chapter 9 : Development is key to staff retention, according to research

Career development planning benefits the individual employee as well as the organization by aligning employee training and development efforts with the organization's mission, goals, and objectives. An individual development plan (IDP) is a tool to assist employees in achieving their personal and professional development goals.