HR Training Class

[Name of the Writer]

[Name of the Institution]

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**Justify the use of a needs assessment of your company’s proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.**

 In the retail industry, it is necessary to have an employee needs assessment (Brown, 2002). The employee needs assessment is an important asset for any organization. Since the retail industry is a challenging domain to work in, the employees working in it must be fully capable of carrying out their duties rapidly and on time (Brown, 2002). Hence, the needs assessment is used to highlight those individuals that best fit the needs of the organization. Moreover, a needs assessment points out any deficiency that may be impeding the company's path toward success. There are many ways in which a needs assessment would point out an existing deficiency (Brown, 2002). The first way through which needs assessment would prove helpful in pointing out performance deficiencies is by looking at and evaluating the candidate's needs at an individual level (Brown, 2002). In this scenario needs assessment would be helpful in a way that it would allow the company to decide which candidate needs what kind of training. This will help the company in saving time and finances that would have been wasted on training a potential candidate wrongly. Secondly, the needs assessment can help to see any existing performance deficiencies by evaluating the organization's current performance (Brown, 2002). It would help identify the knowledge, skills, and capacity building measures that the organization requires from the candidate. Additionally, it would help the organization to take on board the candidates that would only take the organization to unprecedented success. Thirdly, the needs assessment would prove beneficial in identifying any existing deficiencies in the performance by conducting an assessment of occupational needs. An assessment of occupational needs would identify the abilities, skills, and knowledge that are needed by an affected occupational group. Furthermore, an occupational assessment would pinpoint any existing discrepancies and evaluate the current performance of the employees. Furthermore, it would help to establish an understanding of the capacity of the employees to do new tasks. The fourth way to identify any current performance deficiencies is by carrying out an organization-wide personality test. Personality test would give an idea about the capability of the candidates. Since not everybody can work in the retail industry, personality test would identify the right candidates. Lastly, by assessing the mental capacity of an individual can be useful in identifying any current performance deficiencies. There is little doubt that the retail industry is challenging and requires significant mental fitness. By assessing the mental capacity of the individuals, those candidates would be identified who not only would handle pressure but also performs the best under it.

 **Develop a customer service training implementation plan and determine how the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on the job training).**

Multiple factors are deemed necessary to fully adapt to the retail industry. One of them is training (Wiliam & Thompson, 2017). In the retail industry, it is imperative to have the right training. Training is an important starting point for any individual. Training would enable the candidate for working in the retail industry to understand the requirements of the jobs. Training would motivate the candidates (Wiliam & Thompson, 2017). During the training, the candidates would get to know what it would be like to work for the organization. Furthermore, the candidates will get to know the history of the company and the factors that make the organization or the company to stand out from the rest of the companies out there in the market. Certainly, a candidate could be rightly trained in several ways. For instance, a presentation, modeling, role play, case study, and on the job training are some of how individuals can be trained. All these methods of training contain a way that would help individuals to train and learn using audios and videos. This is the most perfect way to train newly hired people. Furthermore, it helps provide training to a large number of people using minimum effort (Wiliam & Thompson, 2017). When collective training would be given to an employee, different ideas and narratives would be an exchange, which would help the candidates to understand the different perspectives.

**Justify why you selected the training method that you did**

I have chosen the method of presentation for training newly recruited individuals. Honestly, in my opinion, the presentation is the most effective way to train new employees. With presentation being delivered, the individuals are not only hearing the information being provided by the speaker but also seeing visuals on the screen, helping them to follow along easily. The presentation would help the individual with recalling not only the audio of the presentation but also having the visual at their disposal. Furthermore, the case study methodology was chosen only because it would enable the newly hired employee to watch everyday activities within the domain of the retail industry. Since the employee would know what to expect, they would be prepared for the customers fully. Additionally, it would help the employees to perform their duties aptly all the times. Role-playing would consolidate the concepts learned by the case studies. A newly hired employees can easily peruse a case study and read the solution afterward. The role play would help the newly hired employee to appreciate the order of things in which things would be in the retail industry. Through role-playing, the kinetic learners would be able to apply the information they just have been taught. It would be beneficial for the newly hired employees only because they would be able to see what would or would not happen at work. This type of training would help to eliminate any doubt when a real problem crops up. Modeling is considered to be a great source of training for the newly hired employees to envisage what the possible outcome of any situation would be like should it be handled properly. Using modeling, right behaviors and activities from an expert in their field would mean that the employees have been trained in the best possible way. On the job training is pretty useful for newly inducted employees that work in the retail industry. By learning along the way would be beneficial for the newly inducted employees. All three learning areas are being explored which are visual, audio, and kinetic. The employee would be able to understand more things because of being in the moment. Retail organizations must make it compulsory for the newly hired employers to receive on the job training. It would help them in understanding how the operations of the company take place. All of the training methods that are being employed to train the newly inducted employees would be helpful as they are recommended by many retail industry experts. Each method offers a different insight into the working principles of the retail industry which the newly hired employees would be learned through these methods.

**Propose two (2) ways to motivate an employee who has no interest in attending a training class**

Most of the times, the least interesting things for the newly inducted employees are to attend training classes (Curado, Henriques & Ribeiro, 2015). Although training classes are deemed necessary for the newly inducted employees. They need training because it would help them in their line of duty (Kasemsap, 2015). Those newly inducted employees with little interest in getting a train can be a scourge for the HR department of the company. Therefore, the HR department must integrate activities in the training class that would be fun to learn by the newly inducted employee. There numerous ways in which an employee could be trained. The first way is to conduct a professional development course aimed to empower the employees with thriving in their careers. After successful completion of the course, points will be assigned to the participants. These points would motivate employees to attend training classes. Furthermore, when a newly inducted employee reaches a certain level, they would be given promotion so that those employees who are not interested in training claass4es would receive a boost to attend training classes (Kasemsap, 2015). Paying is another way to motivate those newly inducted employees for receiving training classes. For instance, the newly inducted employees that are reluctant to join training classes can be lured into joining training classes if they are offered a certain amount of money against their time spent on the training classes (Curado, Henriques & Ribeiro, 2015). This payment would be given to employees after successful completion of their training classes along with their paycheck. Showing the employees that a company is willing to offer them money without having taken a service from will build up the reputation of the company that they value their newly inducted employees more than anything. Employees would also get to know that preliminary training is a must for all employees. Training is necessary for the employees because without training they would not know about their job duties and responsibilities. Therefore, by receiving the training they would perform their duties in the best possible way (Homburg, Jozić & Kuehnl, 2017). Those employees who are yet to receive any training classes after so many motivational activities would then be asked by the HR department to leave the company. This would send a message to all those employees who are proving to be difficulty in joining training classes. Although this is a strict act, it is necessary to reinforce the authority of the organization that they are not afraid of taking bold decisions and are serious about their company’s goals. Additionally, it would also project a message that the company is serious about their employees because they want them to be trained to best perform their jobs. This thing can set the company stand out from the rest of the competitors in the market because they are serious about their company’s goals. By enacting this strict policy, it would be a message to the employees that the company is serious about building their capacity to the fullest for them to perform their duties in the best possible manner (Kasemsap, 2015). Additionally, it would be a message to all the employees that the organization is serious about training their employees because it would not only help them in duties in this company but would help them in the future as well.

**Develop a survey to collect feedback from the employees who attend the training**

A training program for individuals working in the retail industry is central in playing an important role in the success of the company (Homburg, Jozić & Kuehnl, 2017). An organization can be successful only when it treats all the employees ranging from the entry-level employees to the CEO as same. There is little doubt that all the employees, be it the entry-level employee or the CEO, play an important part in the company’s success. A company that puts a lot of time and cost in developing a training program for the newly hired employees, it goes to show that the company cares for its employees from day one. Training the employees will foster a culture of care and compassion on the part of the company. It is the primary responsibility of the HR department to create a training program that best serves the interest of the company as well as training the individuals according to the needs of the company. Furthermore, the HR department must take into account that having best methods at their disposal in training the newer employees would ensure that the employees feel valued and would commit themselves for a long time with the company **(**Sitzmann & Weinhardt, 2018). By having a training survey the company can get valuable data which will help them to reconcile their training methodologies with the feedback from the individuals being trained.

Following is a survey of feedback to be collected from the employees that were the part of the training sessions.

1. Were the goals of the training were sharply defined?
2. Was participation actively encouraged?
3. Were the topics presented relevant or not?
4. Was the presentation of the content was organized or not?
5. Was the material distributed during the training proved helpful?
6. Did the trainer seem well prepared?
7. Was sufficient time allocated towards the training?
8. What are the top 3 things that you found positive about the training?
9. How do you hope the training sessions would help you with your career?
10. What other trainings do you hope to have in the future?

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