Training and Development

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**Introduction**

Different short-term and long-term goals and objectives set by the business organizations to ensure the desired level of performance of all the workers. On the other hand, the prospect of organizational objectives is used by the management as the standard to evaluate the performance level of the employees. Any form of a gap between organizational objectives and employees’ performance leads to the requirement of proper training and development procedure. The practical approach of training and development is an option for the business companies to align the services of all the employees according to the actual corporate requirements (Hanaysha, 2016). Here the focus is to select the case study of Starbucks in the form of the low-performance level to analyze the overall spectrum of the training and development in an organizational setting.

**Discussion**

The performance gap is one major concern for the organizations that need to be overcome as soon as possible. Proper identification of the actual area of the performance gap is essential and the first step to ensure the proper handling of this specific concern. This form of identification eventually gives a proper chance for the organization to enhance the overall performance level.

**Identification of the Performance Gap in Starbucks**

Recently, it is revealed by the new CEO Kevin Johnson that the organization of Starbucks is going through with the major issues of performance decline in both national and international business level. It is indicated that the current performance of the company is never able to meet the potential of an exceptional brand. Comprehensive analysis of the company’s functioning reveals that this coffee chain is being dragged in different parts of the problem. This specific performance concern exists due to the growing issue of out-of-date beverages and the underperformance of many stores. Undoubtedly, it is the right time for the organization to think about the actual reasons for the low-performance level of the workers and find out better practical solutions.

**Designing and Delivery of Training Program**

The issue of low performance of workers can better apprehend by offering suitable training program according to their actual needs. This form of consideration eventually helps them to identify the areas of improvement and develop better skills to meet the target of performance level (Dhar, 2015). Identification of the actual area of performance gap demands to develop and deliver the most accurate training programs for the workers of low performing Starbucks stores. Consideration of the out-of-date beverages and the low performance of the workers in case of different stores clearly indicate that there is a need for offering better forms of innovation for the Starbucks’ workers.

Proper designing of the training program for the employees demands to adopt different systematic domains to ensure the success of this particular organizational approach. Establishment of the actual goal of the training program is first step to successfully initiate the approach of training for employees. Identification of the actual performance gap is the basic step to ensure the success of the training program for the right employees who needs training. The next step of the training program is to effectively craft useful and the most engaging training experience for the employees. It is essential for the training developers to engross the learning experiences of the workers according to the requirements of innovative domains.

**Details of the Training Program**

Selection of the right time for the delivery training program is another major aspect of consideration. The approach of training and development needs to be the right time for the right workers to achieve the actual objectives of this particular organizational initiative. The process of the training program can never be considered complete without the necessary feedback. It is integral to track all the changes after the training program to assess the implications of the practical measures of training and development. Development of the training program is a viable option for the management of Starbucks to align the performance level of all workers according to actual requirements of the company of innovation. This practical domain can be helpful for the company to strengthen specific skills that need to improve in case of all the workers. Adoption of the innovative paradigms of the training program is critical to eliminate the existing performance gap in an organizational setting.

**Measurement of the Results**

Feedback and suitable follow-up are necessary conditions to ensure the successful form of the training and development program within an organizational context. Proper approach of feedback eventually directs what targets of training are actually achieved and what are the areas that require improvement. Measurement of the tangible aspects is essential to examine the actual outcomes of the training program in the context of the need for enhanced innovative domains. It is vital to measure how effectively relevant knowledge and skills learned by the relevant employees. Post-training discussions and employee surveys are some suitable practical forms of assessment to evaluate the actual outcomes of the training programs (Ehrhardt, Miller, Freeman, & Hom, 2011). This form of consideration eventually assists management to figure out the existing gap between the workers’ performance and the actual requirements of the company. Evaluation of the tangible outcomes of the training program can observe through the aspects of improved quality level, enhanced productivity level, and the spectrum of increased sales for the company.

**Conclusion**

To conclude the discussion about the importance of training and development, it is vital to indicate that it is established as one effective source to ensure the proper acquisition of different organizational objectives. Identification of the actual performance gap is an initial approach to offer suitable practical domains that appeared in case of training and development for the employees of the organization.

References

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