HR Training Class

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It is very important for an organization to train their employees and to keep them updated on the skills and knowledge that are needed for a job. Training is very important and can found to be a great investment for organizations. In an effective employee training program, the first step is to identify the skills and knowledge that needs improvement. This can be determined by performing a need analysis at both an organizational and individual level. This process includes establishing an understanding of the organization current status. A training need analysis is defined as a systematic method that is used to determine what caused the performance of an organization to be less than expected. By performing training need analysis an organization or company can decide whether training can improve performance. Training need analysis is also done when an organization or company decides to change its policy or when the organization has concerns about some specific issue (Dipboye & Dipboye, 2018). Training need analysis is also done to enhance and encourage team-building skills. I am a member of a small retail company. This company officially started its business operation on August 2, 1990, with an initial capital of 11 million. My manager has asked me to create customer satisfaction training class for all new employees. To effectively carry out training class the first step is to perform a need analysis. This will help in determining the training objectives and also defines a measuring system that will identify the effectiveness of objectives. The need analysis will include task analysis, team analysis and organizational analysis.

**Organizational analysis**

Since that time, the company was founded in 1990, the company has undergone great development that has not attained by many other global companies. However, for the sustainable development of the company, there is a need to take into account issues that create hindrance in company development. These issues range from dealing with hostilities, organizational needs and customer satisfaction. Between the years 2002 to 2009, the company had a managerial position which led to profit instability. Between these times, the CEO served the company. During this year there was an unsteady fall and rise in business that resulted in the closure of 5 outlets in the United States. Another area on which the company needs to improve is how to effectively deal with the feedback from the customers.

**Human resource survey**

Due to increased competition and sophisticated customer requirement, there is a need to focus on excellence in customer service.

**Team Analysis**

A team analysis is necessary when a company or organization needs to work on team-building skills. The main goal of this is to train a team so that all members of the team can work together in an efficient and unified manner. Team members bring different attitude, skills and knowledge to the team. When team building is required then the team should be trained together. My company is arranged into different teams. Each member possesses a different level of experience and training that give skills and knowledge relevant to his/her department. This training is not only important for the knowledge of the products but also communication skills, cognitive ability and problem-solving strategies. This training is necessary for satisfactory customer service and effective sales performance. Cognitive ability is important for sale and employee needs to process information that is related to different products offered by our company. The three main dimensions of cognitive ability are reasoning ability, quantitative ability and verbal communication. Any employee who is engaged with customer service is not aware of the need for the customer and the use of different products offered by our company. The development of training sessions at our company will focus solely on the department in which the retail employees serves.

**Task Analysis**

According to Blanchard and Thacker, different work activities that are required to perform a job should be identified. In task-oriented job analysis, it is important to determine skills, knowledge, tasks and subtasks. It is very important to decide the significance of the task and the knowledge of an employee on how to perform/ accomplish the task. The task-oriented analysis will help in determining the expectation of a job and training programs can be developed to achieve the expected results. Task analysis helps to determine the description of different work activities, including the task that is performed by the employees and skills, knowledge and abilities required to complete the task.In our company, there is an issue with customer feedback. If feedback from a customer is not followed up properly, then this can lead to problems for our company. The main thing that would need training is following up in a timely and professional manner to feedback from customers. To fulfil our mission statement, it is necessary to keep up with customer expectations.

**Objectives of the training program**

* To make employees aware of the significance of task and importance of knowing how to perform/ accomplish task
* To build skills and knowledge among employees regarding satisfactory customer service and effective sales performance.
* To build cognitive thinking ability and communication skills among employees
* To make employees aware of company’s culture
* To make employees aware of ethics in handling customer complaints.
* To show employees the proper way to take customer’s orders
* To explain different styles of communication and strategies to effectively deal with customers
* To explain to employees how to perform different customer needs analyses using company software

**Implementation**

Training of an employee is the responsibility of a company. Development of an employee is a shared responsibility of individual employee and management. For the training of the employee, the company will provide a supportive environment and the right resources to accomplish the goals of the training session. For the training of employees, a well-crafted job description will be built, which is a foundation upon which development and training activities are designed. Supervisor of the company will be assigned responsibility to provide training to employees to meet the main competencies for the job. Good understanding of abilities, knowledge and skills that our company will need in future will be developed and shared with new employees. In the training session employees will be explained about the job requirement, their duties, benefits which the company provides to its employees such as weekly and monthly bonuses and health insurance plan. In this training session, employees will be encouraged to develop individual development plans. In the first stage, the employee training development plan will be developed by the supervisor in coordination with HR team members. The plan will be based on the employee need, organization and position. Budget is also an important component in organizing training session. Employee training sessions depends greatly on the budget; therefore, budget will be developed in the initial stages of planning. This training session will last for 3 hours. Another thing which will also be considered is a cost to the organization while employees will not perform their job. The spreadsheet will be developed that lists all direct and indirect cost associated with this training session (Rodriguez & Walters, 2017).

**Delivery Style**

The plan will be practical, interesting and realistic. The plan will be implemented with the approval of the HR manager. The training session will be of 3 hours' duration with 2 breaks in-between. In this session, the employee will identify his/ her abilities, weakness, strengths, values and skills. Self-assessment tools that are available on the internet will be used and employees will be asked to compare their knowledge, abilities and skills with the job description. Performance assessment will also be conducted (Jiang, Zang, & Liu, 2016). Position assessment will also be done during this training session. These employees will be asked to identify the requirement of jobs and their expectation. Employees will be asked about the goals they want to achieve in their career. The best ways to implement the employee training session goals will be identified. Resources that are required and the method that will be used for training will be identified. After approval from HR manager the plan will put into action.

**Methods that are used to training**

A supervisor will provide training to the employees and self-assessment questionnaire will be used. A PowerPoint presentation will also be used to brief employees about the company goals and objectives; about the products the company deals with and the customer dealing strategies. Interactivity and discussion sessions will also be developed in conjunction with this presentation. Breakout discussion, icebreakers and activities that can make the training interactive will be incorporated. Employee customer satisfaction training class is necessary to prepare our employees to implement performance standards to satisfy our client. The main purpose to select these training methods is to improve the skills and knowledge of our employees regarding customer services. Brainstorming session, performance assessment, and interactive sessions will enhance communication and will build problem-solving skills among our employees that are necessary for customer satisfaction. The two ways which we will use to motivate our employees for training are by asking them what they want and will provide them with a compelling reason to participate. Secondly each employee will be motivated separately rather than in a group.

**Evaluation form**

**Part A**

1: How would you rate the overall quality of the training session?

A: Excellent

B: Good

C: Fair

2: How well the presenter states the objectives?

A: Excellent

B: Good

C: Fair

3: How effective were the handouts?

A: Excellent

B: Good

C: Fair

**Part B**

4: What is the most interesting thing you learned in this training session?

5: What is the least interesting thing you learned in this session?

6: What would have made this training session more effective?

**Part C**

1: Length of training was sufficient

A: Yes

B: No

2: Instructions were understandable and clear

A: Yes

B: No

**References**

Dipboye, R. L., & Dipboye, R. L. (2018). Employee Training and Development' *The Emerald Review of Industrial and Organizational Psychology* (pp. 581-624): Emerald Publishing Limited.

Jiang, Z., Zang, W., & Liu, X. (2016). *Customer Satisfaction Analysis Based on SVM.* Paper presented at the International Conference on Human Centered Computing.

Rodriguez, J., & Walters, K. (2017). The importance of training and development in employee performance and evaluation. *World Wide Journal of Multidisciplinary Research and Development, 3*(10), 206-212.