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Training program design

Introduction

The training is needed for improving communications between the organization and employees. It is crucial to create an internal communication plan for sharing information with the employees in a timely manner. The best approach for establishing an effective internal communications plan is by having a clear plan. The plan will be focused on building adequate interaction between the manager and employees. It reflects how teams work and coordinate on time. The internal communication plan is needed for removing negative outcomes such as the communication gap between manager and employees, delays in information sharing and miscommunication. The plan integrates functions in a unique manner that helps the organization to derive business outcomes such as increased productivity and attainment of goals. Communication plans are developed for several reasons such as for turning strategy into action, helping employees for managing change, addressing important issues like the sensitivity of employees or for the reduction of incidents. The best approach adopted for the creation of the plan includes establishing connectivity between the targeted audience and the goals.

Need for training

Effective communications skills training is needed for many reasons such as provides a clear roadmap for communicating with the employees consistently. It is crucial for keeping employees informed about the organizational goals and specific initiatives so they are capable of taking actions and helping in the achievement of goals. The training is important for defining internal communication strategies for focusing on how they can be implemented and measured for demonstrating value and impacts business. Another reason for adopting an internal communications training program is to keep the team focused and provide them with consistent guidance so they can out all efforts and spend time in the right manner. This prevents them from wasting time and managing things efficiently. It is also needed for enabling important conversations and engaging employees with business leaders. The patterns of internal communication training strategies improve the process of delivering key business needs and opportunities. Employees productivity is low due to limited or no trust between co-workers. lack of communications or the absence of adequate interaction causes low morale and job dissatisfaction. This often leads to a conflicting situation because employees are discouraged due to lack of support or recognition from an organization (Akdere & Schmidt, 2008).

Different methods are available for the creation of an internal communications training program. The best strategy is to establish a plan that covers all aspects of the organization and fulfil all needs. The communication model selected for the organization must be easy and adaptable. A traditional approach stresses on considering the key components for choosing the right plan such as the current business situation or condition. Identification of business goals and aligning communication goals with them (Estévez-Mujica & Quintane, 2018). This also requires determination of the target audience such as in the present case the purpose of the communications plan is to share the message with employees. The development of a practical plan also needs to identify the core message for sharing it with the audience. it is also important to highlight the ways in which the message will be communicated to the employees. This involves identification of the internal communication strategies, channels and tactics. The plan also provides a detailed overview of the dates and time in which activities will be managed. The organization in the process of creating a plan also needs to determine methods for measuring the progress of the plan. It is crucial for assuring that the plan is meeting the timeline and deadlines created for the completion of the communication plan. A brief and clear plan is more effective that share all contents of the plan inappropriate manner (Sharma, Lampley, & Good, 2015).

Strategic impacts of training on the organization

The training program is linked to organizational success because employees learning to decode the message inappropriate manner are capable of performing tasks in an efficient manner. The strategies are focused on removing misunderstandings, poor interaction and workplace conflicts. Learning critical skills enhances the interaction of employees with the managers and stakeholders that results in improved competency of attaining organizational goals. The initial step required for the development of a practical training plan includes summarizing the organizational and business situation. Situational analysis is useful for promoting the need for communications. This involves mapping of the entire situation by incorporating business needs and conveying information to the key stakeholders about the change process. The training is important because each employee brings a unique set of skills at the workplace (Gonzales, 2014). The communication gap undermines the organization's or manager's ability to identify their talents that can be used for attaining better organizational outcomes.

Motivation remains one of the dominant factors influenced by communications training. This will allow them to interpret the message on time and recognition of their skills or talent by the manager encourages them to do better. The training program stresses on establishing integration among co-workers that eliminates negative outcomes such as stress, low productivity and conflicting situations at workplace. By adopting such strategy the organization manages to remove negative emotions or concerns of employees. This will thus have positive impacts on the organization because employees will overcome workplace issues including conflicts and low productivity (Akdere & Schmidt, 2008). Improved productivity is directly linked to increased organizational efficiency. A training program is also a practical tool for enhancing job satisfaction. By receiving and sharing information on the time the employees would feel part of the organization that will improve their job satisfaction.

Selected population

Training will be offered to 100 employees who are working at middle and lower levels of hierarchy. These employees are directly involved in the handling of organizational tasks.

Knowledge of trainee

The trainee knows that the communication plan is adopted for providing them better opportunities for enhancing their communications skills. Before the training program, they can conduct self-evaluation for identifying areas of their weaknesses. This will allow them to overcome their weaknesses by learning strategies in the training program. This will prepare them for accepting changes and working for improving their communication skills (Oluwatoyin, 2016).

The trainer must know the purpose of the training program and participate in learning new methods of communications. Their preparedness is critical for the success of the training program. They must be able to accept suggestions and practice strategies suggested by the trainers.

A training program needs analysis

The training program is focused on adopting SMART solutions for offering effective communication. The training will offer guidelines for learning ways of communicating with coworkers, supervisors, managers and leaders inappropriate way and through right channels. Different approached will be adopted that will help employees in establishing communication skills. The program permits them to understand themselves and others at the workplace (Estévez-Mujica & Quintane, 2018). They learn to show recognition and respect toward other employees. It is also focused on recognizing ways and respecting individual uniqueness. A training program is also a practical approach that assists employees in dealing with differences in communication styles that pose challenges of interpersonal conflicts (Gonzales, 2014). Such steps will be useful for resolving the issue of low productivity arising due to inadequate communication skills. The training is also adopted for teaching employees to leverage individual strengths and adopt adequate communication strategies that minimize or eliminate conflicts. It also aims at learning ways for enhancing communication skills and influencing management skills. Such steps have direct impacts on personal and workplace productivity of employees (Gonzales, 2014). Communication skills are also crucial for developing key competencies required for working for the attainment of organizational goals.

Training objectives

* To develop effective communication skills among employees that will help them in integrating with managers and coworkers.
* To offer training on understanding organizational goals aligning them with organizational goals.
* To eliminate delays in information sharing, misunderstandings and communication gap.

Training program design

The training program will involve three months of the time period. Three months will be adequate time for providing detailed guidance about strategies and skills. There will be two training sessions each comprising of 45 days. The first session will focus on building effective communications. The second session will focus on building skills workplace relationships by teaching strategies of conflict resolution, building empathy and respect. The first session aims at familiarizing with effective communication strategies such as active listening and building awareness about the importance of communications (Akdere & Schmidt, 2008). They will provide instructions about different ways of communicating such as using proper language and making it audible. This session will familiarize employees with various communication tools such as face-to-face interaction, voice call and email. These channels are effective mediums used for sharing information with accuracy. The session will provide guidance about creating appropriate emails for sharing with managers, supervisors and coworkers. This required teaching professional skills and is important for improving understanding of the communication means. The focus is also on developing realistic skills such as transmitting the right message at the right time. Employees will be encouraged to identify common factors that cause roadblocks to listening (Estévez-Mujica & Quintane, 2018).

The employees are provided instructions on following appropriate ways during their interaction with others such as using an audible voice that can be heard by others. they will learn to make use of appropriate communication tool including text message or email. These strategies will allow the organization to build improved morale in employees and increase their productivity (Sharma, Lampley, & Good, 2015). By learning the use of these tools the employees will learn to overcome the communication gap and respond to the employees in an effective manner. They will be provided with training to pay attention to the things that are going around them and respond in the right way. They are instructed to listen carefully to what people say and prepare the best response. The process will also teach ways of generating feedbacks for the managers and leaders. this will allow them to share their concerns inappropriate way to the authorities (Akdere & Schmidt, 2008).

The second session aims at developing adequate communication skills that will result in the creation of a positive work relationship among employees. This will focus on familiarizing employees with strategies of building empathy and respect for fellow employees and resolving workplace conflicts. By teaching empathy the supervisors will encourage employees to accept viewpoints of coworkers. This will allow them to examine their attitude and their behaviour toward others. This suggests listening attentively to others including coworkers and managers. The attribute is useful for resolving conflicting situations because employees will learn to understand the concerns of fellow workers. Active listening and giving consideration to others is part of the communication plan. The attribute of empathy also suggests that the employees must adopt a polite tone during their interaction with the managers or coworkers. This will eliminate negative emotions that are critical for creating a positive work environment. By adopting a positive attitude the employees will be able to understand the viewpoint of colleagues. They are also suggested to remain flexible during their communications with others because it will allow them to share their feelings in the right manner. This also involves instructions on managing negative emotions such as anger, rudeness or a high tone (Sharma, Lampley, & Good, 2015).

Facilitators

The organization will promote the most effective communicators on the positions of trainers and professionals having experience in communications and workplace management. This will include senior supervisors and managers who are capable of offering education on communications. The trainers will facilitate the employees by mentoring them and engaging interactive sessions. They will use training materials for providing adequate guidance and knowledge to the employees. The company will ensure that the managers selected as communicators understand their role and are committed to model effective communication skills. They must be competent for taking the role of leaders and develop their own communication styles for gaining experience in the job (Oluwatoyin, 2016).

The trainers will be involved in developing team-building exercises that will offer opportunities for learning communication skills. performance appraisals will be conducted by experienced supervisors and managers for identifying how such skills can motivate them. The facilitators will provide open communications environment to the employees. Research reveals that “employees in open communication climates are heard, supported and understood. When employees are involved in the decision-making process they feel valued and begin to trust the communication channels and the information being shared with them” (Gonzales, 2014). By creating an open environment employees will be able to share their concerns with managers or supervisors. This is an effective way of enhancing their loyalty and trust of leaders.

Conduction of training

The training will be conducted in the seminar hall of the firm. This will allow the organization to provide a proper learning environment by integrating technology and communication tools. The tools used for providing lectures include projectors and screens. This will build an interactive learning environment that increases the chances of building communication skills. The training sessions will involve taking feedbacks from the employees that will allow instructors to assess the level of communications and integrating changes accordingly.

Motivating employees

Employees will be motivated to take part in the training sessions by explaining to them the importance of communication skills in their careers and organization. They will be provided incentives such as bonuses for developing adequate communication skills and competency. Reward strategy will be adopted for promoting the morale of employees (Estévez-Mujica & Quintane, 2018). Employees performing better in the training programs will be offered better rewards in the form of promotions and bonuses. The instructors will take feedback from employees that will also enhance their motivation.

Intended audience

The intended audience of the training program involves employees who are working in middle positions. These are responsible for managing most of the organizational work so by offering the training they will develop skills required for performing tasks with efficiency and accuracy. This will involve employees from diverse backgrounds who face difficulties in interacting with Native Americans such as Chinese, Latinos, Asians and Africans.

Support for employee development

The program will emphasize on offering support for the development of employees. This will include the provision of financial and moral support (Akdere & Schmidt, 2008). The company will be responsible for arranging equipment and resources for the training of employees. Training and communication tools will be provided by the organization. The firm will also provide moral support such as by encouraging employees to participate in training. They will be offered a positive learning environment and continuous support from peers and managers.

References

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