

TRAINING MAY NEVER BE THE SAME AGAIN

How can organisations and HR stop their employees drifting off to Never-Never-Land in the middle of training? Ian Newgreen, International training expert and *HR Summit '08* speaker, shares how to transform your training from dull and boring into dynamic and exhilarating

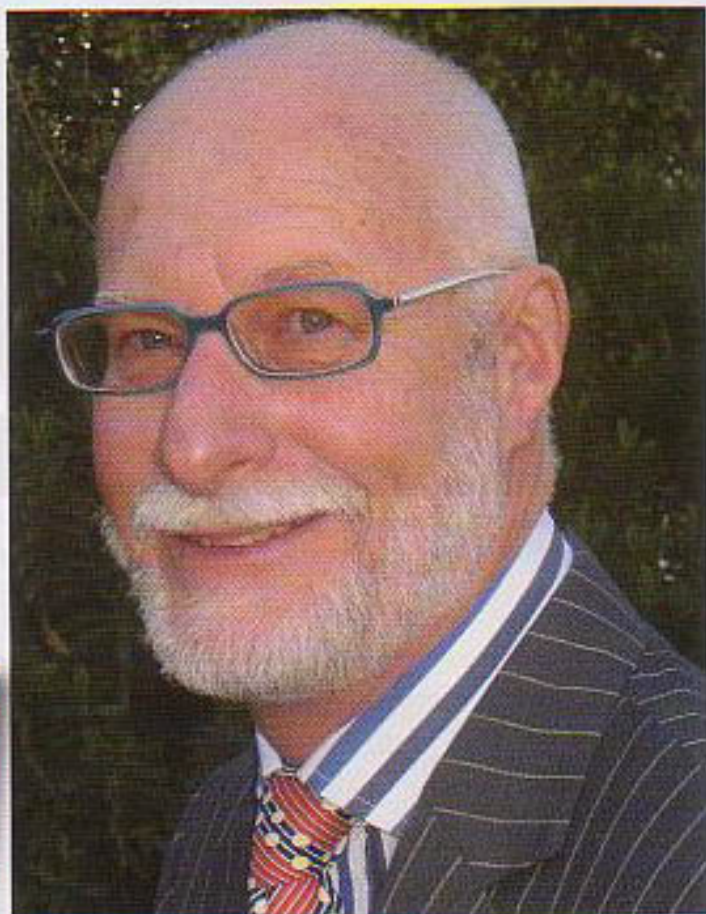
Let's face it, training, especially when classroom based, can be boring. Despite the vast budgets, internal communications promoting a programme's importance and your employees own yearning for further development – it is possible that a well intended training programme can fail due to its inability to engage the participants. Indeed it is only when participants do just that, participate, that training can be a dynamic and exhilarating experience. So how can you avoid sending your people to sleep and ensure they come out of the programme enthused, with the desired knowledge effectively communicated?

Experience experiential

One of the more successful ways is through 'experiential' training. It enables participants to learn through specifically designed 'experiences' (activities and exercises) that foster and promote self-directed learning. Participants develop the

WHAT WILL ATTENDEES AT THE HR SUMMIT 08 LEARN FROM IAN NEWGREEN?

Attendees of Ian's HR Summit exclusive presentation, 'Make Training a Dynamic and Exhilarating Learning Experience' will be able to generate the enthusiastic involvement and enjoyment of learning that is crucial to putting the introduced skills and knowledge into workplace practice. Ian will share how to provide employee training through experiential learning in a way that is totally engaging and balances participants' needs with those of the organisation. He will explain and demonstrate just how experiential training methods can reinforce employees' long-term retention of learning and information taught; generating and promoting better workplace skills application.



BIO BRIEF

Ian established PRIORITY ONE TRAINING in 1995 as a medium to challenge the way people work, through delivering highly innovative training programs, specifically designed to excite practical workplace application. His presentation expertise is very effectively used to empower business professionals in Hong Kong, Singapore and Australia to think differently about what they do and how they do it.

introduced skills and behaviours within the context of their workplace and their roles. They rehearse them in a highly practical and supportive environment; enjoying a high level of interaction with their colleagues and the fun generated keeps them enthused and absorbed.

Ian Newgreen, HR Summit '08 speaker, international training expert and co-founding director of PRIORITY ONE TRAINING, is a major advocate. Stressing that it is through experiential learning that employees build the confidence needed for long-term retention of the information offered

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along with the commitment to apply the hard skills and knowledge in the workplace.

However, he is quick to point out that organisations must have a clear focus on 'how' the objectives are to be achieved as well as 'what' is to be achieved. "Time and the appropriate resources must be allocated within the training budget. Trying to stretch the budget by compromising 'how' the training is delivered rarely delivers the desired outcomes."

Don't waste your time and resources

He further emphasizes that expertise in program development and design is essential. "Poorly designed activities and exercises, one upon the other, with no obvious link to each other or little relevance to the learning is a waste of time and resources." In addition, the trainer(s) must have the skills of facilitation, be flexible in their delivery and capable of using a variety of training techniques. "When the training delivery is reduced to 'telling' - by way of lecturing - then the success of transferring the learning into practical application is greatly reduced. For organisations to move outside of 'what they have always done' may be stressful and uncomfortable, yet highly rewarding." It should be exciting!

Beyond that, he maintains, in order for training to be effective, learning and development must be valued within the organisation. It must be part of the culture, and enjoy the strong support and promotion of management at all levels.

"Standing still is not a viable option for any organisation in this ever-changing competitive business environment. Management must clearly identify the benefits to their organisation of skill and knowledge development - in the short and long term - and take on the challenges, supported by a highly experienced, well-functioning learning and development team," he suggests.

Most importantly, an organisation which is prepared and committed to invest time, effort and resources into the personal development of its employees demonstrates very clearly that it values the knowledge base of its employees and sees them as an integral part of achieving organisational objectives. "When people are valued for what they do they are more highly inclined to be committed employees."

Moreover, retention of highly qualified employees is usually linked to the attraction of high quality professionals, he says. "When the values of the organisation align with the personal aspirations of professionals, the organisation by its very nature attracts the best people. The attraction, in part, is the value the organisation places on professional development and the quality programmes that support such development." **HRM**

MOST INTERESTING EXPERIENCE WHILE TRAINING MANAGERS

Talking to statues! I was conducting our two-day programme 'Winning Presentations - The Edge' for 10 managers of an international brewing company. On the second day, we met at a rock pool area at a nearby park. There were a number of life-size statues in various poses - the task set was to 'coax the statues from the pool'. There was a certain awkwardness and cynicism displayed by the managers initially. However, once they became less self-conscious, involved and focused on achieving the task, they experienced a remarkable ability to extend their body language and use powerful persuasive words, supported by variable voice tone, pace and volume. They excitedly grasped the idea that these skills could be readily transferred to their business presentations. The Corporate HR person later wrote: "The best thing about your approach is that you are willing to think outside the square and be that little bit different. I have taken away some invaluable skills, ideas and techniques".