



Training scheme checklist

1. Start with an audit

In order to understand what training your team needs, you need to understand where the gaps lie. Take into account what they should know, and where you would like them to be ideally.

2. Set goals

Once you have identified where the gaps lie, you can then set the goals (with timescales) on where your staff need to get to. This will help you to understand what type of training they will need, and for how long.

3. Explore different types of learning

One size doesn't fit all when it comes to training. Each staff member may prefer to learn in different ways. Luckily, there are many options available so you should be able to tailor training plans to the staff individually. Do they prefer online / distance learning or would they like to attend a session in person? Do some of the training needs overlap? Can you combine some of the training to save on cost?

4. Train continually & accessibly

Finding the time for training is a challenge in itself. Therefore, continuous training in chunks, and from the phone or desktop, which fits in with schedules may work better, depending on your business.

5. Use your training scheme as a recruitment tool

Include it within your job advertisement, job description and during the interview process. Gather testimonials from existing staff on your training and promote them. Shout about your successes and what you can do differently.

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