

How to train employees: a guide for managers

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Abstrak

Assess, design, deliver, and evaluate training that is right for every employee. As the global marketplace expands, the need for a flexible, well-trained workforce grows with it. Training employees to master business-critical skills has become a baseline requirement for managerial success. This book provides the tools and techniques to assess, design, deliver and evaluate training that is right for every employee. Based on a four-part training process, this book provides cases, exercises, worksheets and planning forms that make the learning immediate and dynamic and allow you to assemble the elements of your own training programs as you progress through the course. You will learn how to: ? Link training to short-term job requirements and the strategic needs of the business ? Collaborate effectively with training professionals before, during, and after training ? Determine the training needs of your employees ? Describe training objectives and measures ? Design a training program and create and use lesson plans for dynamic instruction ? Apply proven principles of adult learning throughout the training process ? Present both on-the-job and classroom training ? Support the transfer of learning from the training session back to the job ? Evaluate the effectiveness of training. This is an ebook version of the AMA Self-Study course. If you want to take the course for credit you need to either purchase a hard copy of the course through amaselfstudy.