It Ain't Over 'Til It's Over

The end of any training program should not be the end of the educational experience. All too many programs have notebooks and manuals collecting dust on shelves. You can help by following through with the participants.

Whether it's an online course, a live seminar, a webinar, or an instructor-led training, reminders of key learning points afterwards refresh learning and improve retention. In addition, they accelerate the transfer of learning from training to performance in the branch or office.

After a course, try:

- Sending reminders to take action on what was taught (in live classes, have them fill out their own reminders, and send them later).
- Having them keep in touch with others who trained at the same time to encourage and help each other achieve goals.
- Putting key concepts on novelty items and sending them to participants.
- Creating emails with graphic reminders similar to "e-cards."
- Having them complete periodic surveys that measure their post-training achievement.