



# Rating Your Training (Practice What You Preach)

**Staff members not only need to meet customers' service needs, but they also must be efficient and accurate processing transactions.**

The nature of your learners, the environment, and the subject matter all change over time. Training programs, however, don't always get the updates and scrutiny that they should. Here's a quick way to evaluate that.

Use a piece of scrap paper to jot down your responses to the five comments below: Y for Yes, NS for Not Sufficiently or Not Sure, and N for No.

1. Prior to starting training, participants spend a few hours shadowing someone in the same role.
2. At the start of training, perspective of content and objectives are provided so that the learner knows what is expected.
3. Contemporary instruction design features are used to encourage interactivity and minimize lecture.
4. Ensure participants have adequate skill with any application or software required to complete the training program.
5. Continual feedback and periodic evaluation of the learner is built into the training.

One or more N or NS indicates you may want to scrutinize parts of your current training program.