

DOWNLOAD PDF TYPES OF TRAINING IN HUMAN RESOURCE MANAGEMENT

Chapter 1 : Training and development - Wikipedia

Human resource management training covers all aspects of hiring and managing personnel, from recruitment to separation, and the company's related duties and responsibilities. Although all businesses need some form of human resource management, small businesses seldom have the resources for full.

Meaning, Definition and Types of Training Article shared by: Meaning, Definition and Types of Training! Training constitutes a basic concept in human resource development. It is concerned with developing a particular skill to a desired standard by instruction and practice. Training is a highly useful tool that can bring an employee into a position where they can do their job correctly, effectively, and conscientiously. Training is the act of increasing the knowledge and skill of an employee for doing a particular job. Training refers to the teaching and learning activities carried on for the primary purpose of helping members of an organization acquire and apply the knowledge, skills, abilities, and attitudes needed by a particular job and organization. Every organization should provide training to all the employees irrespective of their qualifications and skills. Specifically the need for training arises because of following reasons: Mechanization, computerization, and automation have resulted in many changes that require trained staff possessing enough skills. The organization should train the employees to enrich them with the latest technology and knowledge. This has aggravated the problems of coordination. So, in order to cope up with the complexities, training has become mandatory. Every management has to maintain very good human relations, and this has made training as one of the basic conditions to deal with human problems. To match employee specifications with the job requirements and organizational needs: For filling this gap training is required. Change in the job assignment: Training is also required to equip the old employees with new techniques and technologies. Training of employees and managers are absolutely essential in this changing environment. It is an important activity of HRD which helps in improving the competency of employees. Training gives a lot of benefits to the employees such as improvement in efficiency and effectiveness, development of self confidence and assists every one in self management. The stability and progress of the organization always depends on the training imparted to the employees. Training becomes mandatory under each and every step of expansion and diversification. Only training can improve the quality and reduce the wastages to the minimum. Training and development is also very essential to adapt according to changing environment. Various types of training can be given to the employees such as induction training, refresher training, on the job training, vestibule training, and training for promotions. Some of the commonly used training programs are listed below: Also known as orientation training given for the new recruits in order to make them familiarize with the internal environment of an organization. It helps the employees to understand the procedures, code of conduct, policies existing in that organization. This training provides an overview about the job and experienced trainers demonstrates the entire job. Addition training is offered to employees after evaluating their performance if necessary. It is the training on actual work to be done by an employee but conducted away from the work place. This type of training is offered in order to incorporate the latest development in a particular field. This training is imparted to upgrade the skills of employees. This training can also be used for promoting an employee. Apprentice is a worker who spends a prescribed period of time under a supervisor.

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Chapter 2 : Training: Meaning, Definition and Types of Training

Types of management training for employees can fall under a number of primary categories. Well-planned and properly implemented, a management training curriculum helps hone skills, build.

Organization The Organization module is organization structure such as company, location, department, designations, employee group and organization change such as resignation, termination, transfer, promotion.

Payroll The payroll module automates the pay process by gathering data on employee time and attendance, calculating various deductions and taxes, and generating periodic pay cheques and employee tax reports. Data is generally fed from the human resources and time keeping modules to calculate automatic deposit and manual cheque writing capabilities. This module can encompass all employee-related transactions as well as integrate with existing financial management systems.

Benefits Administration The benefits administration module provides a system for organizations to administer and track employee participation in benefits programs. These typically encompass insurance, compensation, profit sharing and retirement. The system records basic demographic and address data, selection, training and development, capabilities and skills management, compensation planning records and other related activities. Leading edge systems provide the ability to "read" applications and enter relevant data to applicable database fields, notify employers and provide position management and position control not in use.

Human resource management function involves the recruitment, placement, evaluation, compensation and development of the employees of an organization.

Recruiting Online recruiting has become one of the primary methods employed by HR departments to garner potential candidates for available positions within an organization.

Talent Management systems typically encompass:

Training The training module provides a system for organizations to administer and track employee training and development efforts. The system, normally called a Learning Management System if a stand alone product, allows HR to track education, qualifications and skills of the employees, as well as outlining what training courses, books, CDs, web based learning or materials are available to develop which skills. Courses can then be offered in date specific sessions, with delegates and training resources being mapped and managed within the same system. Sophisticated LMS allow managers to approve training, budgets and calendars alongside performance management and appraisal metrics. Employees may query their attendance record from the system without asking the information from HR personnel. The module also lets supervisors approve O. Overtime requests from their subordinates through the system without overloading the task on HR department.

Reports The Reports Module provides customized reporting according to employees individual needs. Any number of reports can be defined by selecting from a range of search criteria and report fields. Report definitions can be saved to avoid repeating this task. Once the report definition is saved the report can be generated by providing the required criteria data. Many organizations have gone beyond the traditional functions and developed human resource management information systems, which support recruitment, selection, hiring, job placement, performance appraisals, employee benefit analysis, health, safety and security, while others integrate an outsourced Applicant Tracking System that encompasses a subset of the above.

Advantages of HRM Systems While these above mentioned HR modules each provide benefits to the HR department itself, the applications also aid the enterprise as a whole. HRM systems convert human resources information into a digital format, allowing that information to be added to the knowledge management systems of the enterprise. In analysing enterprise wide resource usage this data can prove invaluable. Data related to the time usage of the workforce can enhance the decision making abilities of management, allowing the HR department to form an integral aspect of strategy formation for the enterprise as a whole.

E-HRM E-HRM is the planning, implementation application of information technology for both networking and supporting at least two individual or collective actors in their shared performing of HR activities. They access these functions typically via intranet or other web-technology channels. The empowerment of managers and employees to perform certain chosen HR functions relieves the HR

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department of these tasks, allowing HR staff to focus less on the operational and more on the strategic elements of HR, and allowing organizations to lower HR department staffing levels as the administrative burden is lightened. It is anticipated that, as E-HRM develops and becomes more entrenched in business culture, these changes will become more apparent, but they have yet to be manifested to a significant degree. There are three tiers of E-HRM. These are described respectively as:

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Chapter 3 : Types of Management Training for Employees | racedaydvl.com

We would like to show you a description here but the site won't allow us.

Executive Development Training and Development is a structured program with different methods designed by professionals in particular job. It has become most common and continuous task in any organisation for updating skills and knowledge of employees in accordance with changing environment. Optimisation of cost with available resources has become pressing need for every organisation which will be possible only by way of improving efficiency and productivity of employees, possible only by way of providing proper employee training and development conditioned to that it should be provided by professionals. What is the difference between training and development? Training is purely job focused but development is psychology and soft skills oriented. Previously many authors have defined the difference between training and development, but still there is little confusion in understanding the difference. In fact many organisations are using term "training and development" as one and same. Mostly we hear the term "training" for the purpose of the inducing skills and knowledge among employees. Both training and development are continuous and core tasks of organisation, but employee training will be for the particular job to develop skills in concern particular job for a particular period and will be given periodically whenever updating of skills needed for performing particular job and moreover training is meant for the purpose of development of technicality among employees. In many and large organisations even in governmental organisations financial budgeting provides a separate budget for the purpose of employee training as a key overhead which has been not ignored ever. Because employee training is very expensive, especially if we take information technology companies spends large amounts for providing training to their employees and frequency of training is high because change of technology is not constant and updated continuously. Therefore to make aware of new technology and update their skills in accordance with new technology, training of employees is more frequent as that of other industries. Employee development is psychological oriented mainly provided for people who deals with managerial tasks. As compared to technical staff, managerial staff will be very low in number because manager who is having more efficiency can manage more number of people which is a real manager capability, but coming to technical jobs cannot be done by one or with minimum available skilled labour if there is need for high or large production. In fact training is also provided for management level personnel to understand technicalities involved and nature of work done by the staff working under them, ultimately to manage them. They were holding the traditional view that managers are born and not made. There were also some views that training is a very costly affair and not worth. Organizations used to believe more in executive pinching. But now the scenario seems to be changing. Training is now considered as more of retention tool than a cost. The training system in Indian Industry has been changed to create a smarter workforce and yield the best results. They supervise training staff, plan and administer training seminars, and manage conflict resolution, team building, and employee skill evaluations. The HR Training and Development Specialist plans, produces and administers staff and management training programs. They conduct programs to develop employee skills in accordance with organization practices and policies. Additionally, they research and evaluate training resources, as well as suggest new topics and methods. The Chief Learning Officer is a relatively new executive level position. The CLO is in charge of employee training, education, and learning structures across the enterprise, as well as providing the expertise to ensure everyone has access to the intellectual tools, information and data they need. The primary success factor of the CLO is to translate learning into a strategic business asset. When you make a choice, you activate vast human energies and resources, which otherwise go untapped. An example of importance of training employees On a recent flight, the managing director of an international broking firm was sitting next to Journalist. With two hours of uninterrupted time at our hands, I asked him how he handled losses in his business. Why would I fire him? To expect flawless execution from team members and colleagues would be quite unreal. People do make errors

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based on incorrect or incomplete data, altered information or simply, wrong judgment. In addition to that, there are four other objectives: Individual, Organizational, Functional, and Societal. Organizational Objectives "assist the organization with its primary objective by bringing individual effectiveness. Training and development encompasses three main activities: Garavan, Costine, and Heraty, of the Irish Institute of Training and Development, note that these ideas are often considered to be synonymous. However, to practitioners, they encompass three separate, although interrelated, activities: Training This activity is both focused upon, and evaluated against, the job that an individual currently holds. Education This activity focuses upon the jobs that an individual may potentially hold in the future, and is evaluated against those jobs. Development This activity focuses upon the activities that the organization employing the individual, or that the individual is part of, may partake in the future, and is almost impossible to evaluate. The "stakeholders" in training and development are categorized into several classes. The sponsors of training and development are senior managers. The clients of training and development are business planners. Line managers are responsible for coaching, resources, and performance. The participants are those who actually undergo the processes. The facilitators are Human Resource Management staff. And the providers are specialists in the field. Each of these groups has its own agenda and motivations, which sometimes conflict with the agendas and motivations of the others. ASTD has 70, members and associates from more than countries, representing thousands of businesses, government agencies, academia, consulting firms, and product and service suppliers.

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Chapter 4 : Types of Training for Human Resource Management | Your Business

Training: Meaning, Definition and Types of Training! Training constitutes a basic concept in human resource development. It is concerned with developing a particular skill to a desired standard by instruction and practice. Training is a highly useful tool that can bring an employee into a position.

Although all businesses need some form of human resource management, small businesses seldom have the resources for full-fledged departments with several employees handling different responsibilities. Whether a business outsources aspects of its human resource management or has one person assigned to the tasks, the complexity of human resource issues requires special knowledge. Human resource management training can ensure that companies are applying the best practices and complying with the many laws and regulations.

Fundamentals A training course that focuses on the fundamentals or essentials of human resource management introduces students to the roles and responsibilities of the human resource department or manager. An introductory training course might touch on issues to be covered in advanced training, such as labor law, but will cover in detail fundamentals like recruiting, screening, hiring and training employees. Other content might be payroll and withholding, confidentially, employee files, document retention and applying laws, regulations and company policies. A course on HR fundamentals might also cover job descriptions, performance measurements and the creation and use of policy and procedure manuals. Labor and Employment Law Human resource management training includes courses on compliance with labor and employment laws. Business owners, managers and human resource staff often take these courses. Companies can protect against lawsuits and penalties for noncompliance. Trainees will learn about at-will employment, union labor, wrongful termination, harassment and discrimination. The course might cover the regulations enforced by the Occupational Safety and Health Administration, or OSHA, that apply to all workplaces, like the placement of labor posters, and those that apply to specific industries.

Compensation and Benefits Compensation and benefits training becomes increasingly more important for businesses as the provision of employee benefits becomes more prevalent. Compensation and employee benefits involve compliance with more laws and regulations, such as the wage and hour regulations in the Fair Labor Standards Act and laws that govern retirement plans and health care plans. Compensation plans require research and planning. Companies that offer flexible spending accounts, retirement plans and life insurance for employees need to know what the IRS requires. Learning how to design appropriate compensation and benefit packages can enhance employee recruitment and retention, ensure compliance with the laws and control company costs.

Special Training Businesses can benefit from special training that covers areas related to human resource management, such as information technology and the use of software for payroll, personnel records, communication and collaboration. Government agencies offer training for employers to learn how to use electronic filing and reporting systems, such as tax forms and reports required from federal contractors. Human resource managers and personnel take training courses to improve interpersonal skills and techniques, including conflict resolution, coaching, business writing, interview techniques and communication.

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Chapter 5 : Human Resources Management - racedaydvl.com

Team-Building Methods. Team-building methods also are traditional training techniques for human resource associates. The goal of these methods is to build team relationships, ensuring greater success for the department and the trainee.

The Multinational Corporation Orientation and Training Programs Once employees are selected, they must be prepared to do their jobs, which is when orientation and training come in. Orientation means providing new employees with basic information about the employer. Training programs are used to ensure that the new employee has the basic knowledge required to perform the job satisfactorily. In addition, these programs can save employers money, providing big returns to an organization, because an organization that invests money to train its employees results in both the employees and the organization enjoying the dividends. Unfortunately, orientation and training programs are often overlooked. The HR department generally orients newcomers to broad organizational issues and fringe benefits. Supervisors complete the orientation process by introducing new employees to coworkers and others involved in the job. A buddy or mentor may be assigned to continue the process. Simply hiring and placing employees in jobs does not ensure their success. In fact, even tenured employees may need training, because of changes in the business environment. Here are some changes that may signal that current employees need training: These managers must also be able to clearly communicate these goals to employees. Keep in mind that training is only one response to a performance problem. If the problem is lack of motivation, a poorly designed job, or an external condition such as a family problem, training is not likely to offer much help. Types of training After specific training goals have been established, training sessions should be scheduled to provide the employee an opportunity to meet his or her goals. The following are typical training programs provided by employers: Ninety million American adults have limited literacy skills, and about 40 million can read little or not at all. Most employees belong to a work team, and their work performance depends on their abilities to effectively interact with their coworkers. Interpersonal skills training helps employees build communication skills. As one of the fastest growing areas of training, diversity training increases awareness and builds cultural sensitivity skills. Awareness training tries to create an understanding of the need for, and meaning of, managing and valuing diversity. By assigning people to different jobs or tasks to different people on a temporary basis, employers can add variety and expose people to the dependence that one job has on others. A new employee frequently learns his or her job under the guidance of a seasoned veteran. In the trades, this type of training is usually called an apprenticeship. In each, the new employee works under the observation of an experienced worker. Regardless of the method selected, effective training should be individualized. Some people absorb information better when they read about it, others learn best by observation, and still others learn better when they hear the information. These different learning styles are not mutually exclusive. When training is designed around the preferred learning style of an employee, the benefits of training are maximized because employees are able to retain more of what they learn. Training, on the other hand, is immediate and specific to a current job.

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Chapter 6 : SHRM Certification

The domain of human resources management has evolved over the last two decades and the foraying in of technology has reshaped the domain considerably. Let's focus on one element of the human.

History[edit] The name of the discipline has been debated, with the Chartered Institute of Personnel and Development in arguing that "human resource development" is too evocative of the master-slave relationship between employer and employee for those who refer to their employees as "partners" or "associates" to feel comfortable with. This activity is both focused upon, and evaluated against, the job that an individual currently holds. This activity focuses upon the jobs that an individual may potentially hold in the future, and is evaluated against those jobs. This activity focuses upon the activities that the organization employing the individual, or that the individual is part of, may partake in the future, and is almost impossible to evaluate. The sponsors of training and development are senior managers. The clients of training and development are business planners. Line managers are responsible for coaching, resources, and performance. The participants are those who actually undergo the processes. The facilitators are Human Resource Management staff. And the providers are specialists in the field. Each of these groups has its own agenda and motivations, which sometimes conflict with the agendas and motivations of the others. The number one reason people leave their jobs is conflict with their bosses. And yet, as author, workplace relationship authority, and executive coach, Dr. John Hoover [7] points out, "Tempting as it is, nobody ever enhanced his or her career by making the boss look stupid. Job titles may include vice-president of organizational effectiveness, training manager or director, management development specialist, blended-learning designer, training-needs analyst, chief learning officer, and individual career-development advisor. Talent development is the process of changing an organization , its employees , its stakeholders , and groups of people within it, using planned and unplanned learning, in order to achieve and maintain a competitive advantage for the organization. Research has shown that some type of career path is necessary for job satisfaction and hence job retention. Perhaps organizations need to include this area in their overview of employee satisfaction. Talent development encompasses a variety of components such as training, career development, career management, and organizational development, and training and development. It is expected that during the 21st century more companies will begin to use more integrated terms such as talent development. Here are some important benefits of training and development [1].

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Chapter 7 : Orientation and Training Programs

Human resources management and training is crucial for the modernisation of 1 The paper is a revised and updated version of the paper Contemporary issues on HRM and Training in National Statistical Institutes that was presented at the HRMT workshop in September in Budapest, Hungary.

Well-planned and properly implemented, a management training curriculum helps hone skills, build confidence and create well-rounded managers. Even experienced managers new to your organization will benefit from company-specific training, which will aid in developing a unified and uniform management-employee team. Employee Relations Since most managers deal with employees, they must be able to relate to them in a way that has a positive effect on morale and productivity. Effective communication, disciplinary action and conflict resolution training are tools that managers will use every day. Managers will need to recognize the different types of communication, how to solve problems and when to take action. Time Management and Planning Managers must make the most efficient use of their time. Between managing employees, meetings, paperwork and other tasks, managers can easily feel overwhelmed. Training programs that include time-management, planning, problem-solving and delegation skills will help managers make the most of their time and resources. Safety and Emergency Employee safety is a major concern for every business, and managers must be aware of potential risks and how to handle emergencies. Aside from specific job-related safety and emergency procedure training, managers must know policies and protocol concerning emergency evacuations, fire safety, lockdowns and other safety and security-related issues. Ethics and Harassment Ethics encompasses many different training areas, including diversity, corporate responsibility and harassment. But any training that deals with the ethical treatment of workers and customers, environmental and legal issues falls under the ethics umbrella. Ethics and harassment are closely related to both the human resources and policies training umbrella. Policies and Procedures Understanding company policies and how to implement, monitor and enforce them is another important management training area. Trainings on specific policies, mission statements, quality initiatives and general expectations are common, and managers will need to know the reasoning behind them for employee education and enforcement. Human Resources Many managers deal with human resource issues every day. Although policies and procedures may cover some HR ground, managers who interview, hire, fire and discipline employees must undergo training in these areas, as well as basic employment law. Some employee issues are best referred directly to human resources, and the trainings should outline what a manager should and should not do when such issues arise. Leadership and Supervisory Effective managers must learn and develop supervisory, team-building and leadership skills. There are several management styles, and knowing when and how to use them is one of the keys to good management. Managers must also be leaders and supervisors, be educated in the subtle differences between them and how they affect employees and productivity. Customer Service Customer service training is not just for employees; managers must be trained in this capacity as well. Customer service training includes many basic elements of other trainings, such as conflict resolution, communication and problem-solving, but is geared toward customer-based issues rather than those of the company or employee. Managers will need to make customer-centric decisions when employees are unsure or unable to, within allowable limits set by company policy.

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Chapter 8 : The Traditional Training Methods for Human Resources | Bizfluent

Staffing and Human Resource Management orientation and training programs are often overlooked. The more popular off-the-job training methods are classroom.

The human resources manager is an expert in organizational behavior and has a knack for recognizing workforce talent. HR managers strive to recruit and retain valuable employees by offering fair wages, attractive benefits, professional development opportunities, regular performance evaluations and mentoring.

Recruitment and Selection Human resource management jobs include professional recruiters who fill vacancies within an organization. They follow internal hiring policies and comply with all state and federal laws prohibiting discriminatory hiring practices. These human resources professionals may write job advertisements, screen resumes, interview candidates and make hiring recommendations to managers. Examples include recruiter, staffing specialist and recruitment manager.

Compensation and Benefits Compensation and benefit specialists are an example of another type of human resources job. They ensure that employees are paid correctly. They also work to provide employees with benefits such as health insurance, dental and vision coverage, life insurance and short-term disability coverage. Professionals in this area may conduct salary surveys, analyze industry salary data, prepare and distribute compensation reports to employees and negotiate benefits packages with outside vendors.

Health and Safety Health and safety professionals work to prevent workplace accidents and occupational illnesses. They offer safety programs, implementing health and safety policies, and ensuring compliance with state and federal occupational safety regulations. Jobs in this human resources area include safety coordinator, safety manager, employee wellness program coordinator and director of employee wellness.

Labor and Employee Relations Labor relations refers to the relationship between an employer and its employees. Someone who works in the labor relations field may negotiate contracts between managers and workers. Employee relations workers prevent and resolve problems related to employee performance. They work to maintain positive employer-employee relationships to prevent decreased morale and reduced productivity. Jobs available in this area of human resources include director of labor relations, employee relations specialist and employee relations representative. These professionals may also conduct orientation programs for new employees.

Training professionals make sure that employees complete training as required by Occupational Safety and Health Administration and other regulatory agencies. Jobs in the training field include training specialist, training and development manager, instructional designer, e-learning specialist and manager of learning and development.

Risk Management Risk management is a business approach used to minimize organizational risk. In human resources, risk management involves analyzing each area and identifying the potential for harm. Jobs available in this area include risk management specialist and manager of risk management.

Managers and Directors Human resources managers and directors oversee the work of other human resources professionals. Managers may serve as a liaison between employees and management, participate in company strategy sessions and make recommendations for new hiring and compensation policies. A human resources director has knowledge of all aspects of human resource management. Directors develop departmental goals and assist staff in meeting those goals. This job requires excellent conflict resolution and mediation skills, as a human resources director may need to resolve controversial or sensitive issues.

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Chapter 9 : Human Resource Management

** The methods and the techniques specified for human resource training and re-training activities are quasi-totally added hereto. 10 Volume 10, Issue 1, March Review of International Comparative Management.*

There are a number of different types of training we can use to engage an employee. These types are usually used in all steps in a training process orientation, in-house, mentorship, and external training. The training utilized depends on the amount of resources available for training, the type of company, and the priority the company places on training. Companies such as The Cheesecake Factory, a family restaurant, make training a high priority. This includes everyone from the dishwasher and managers to the servers. For The Cheesecake Factory, this expenditure has paid off. They measure the effectiveness of its training by looking at turnover, which is 15 percent below the industry average Ruiz, Servers make up 40 percent of the workforce and spend two weeks training to obtain certification. Thirty days later, they receive follow-up classes, and when the menu changes, they receive additional training Ruiz, As you will see from the types of training below, no one type would be enough for the jobs we do. Most HR managers use a variety of these types of training to develop a holistic employee. Technical or Technology Training Depending on the type of job, technical training will be required. Technical training is a type of training meant to teach the new employee the technological aspects of the job. In a retail environment, technical training might include teaching someone how to use the computer system to ring up customers. In a sales position, it might include showing someone how to use the customer relationship management CRM system to find new prospects. In a consulting business, technical training might be used so the consultant knows how to use the system to input the number of hours that should be charged to a client. In a restaurant, the server needs to be trained on how to use the system to process orders. This might require some technical training of the entire company to ensure everyone uses the technology effectively. Technical training is often performed in-house, but it can also be administered externally. Quality Training In a production-focused business, quality training is extremely important. Quality training refers to familiarizing employees with the means of preventing, detecting, and eliminating nonquality items, usually in an organization that produces a product. In a world where quality can set your business apart from competitors, this type of training provides employees with the knowledge to recognize products that are not up to quality standards and teaches them what to do in this scenario. Numerous organizations, such as the International Organization for Standardization ISO, measure quality based on a number of metrics. This organization provides the stamp of quality approval for companies producing tangible products. ISO has developed quality standards for almost every field imaginable, not only considering product quality but also certifying companies in environmental management quality. ISO is the set of standards for quality management, while ISO is the set of standards for environmental management. ISO has developed 18, standards over the last 60 years¹. With the increase in globalization, these international quality standards are more important than ever for business development. Some companies, like 3M QAI, choose to offer ISO training as external online training, employing companies such as QAI to deliver the training both online and in classrooms to employees. Training employees on quality standards, including ISO standards, can give them a competitive advantage. It can result in cost savings in production as well as provide an edge in marketing of the quality-controlled products. Some quality training can happen in-house, but organizations such as ISO also perform external training. Skills Training Skills training, the third type of training, includes proficiencies needed to actually perform the job. For example, an administrative assistant might be trained in how to answer the phone, while a salesperson at Best Buy might be trained in assessment of customer needs and on how to offer the customer information to make a buying decision. Think of skills training as the things you actually need to know to perform your job. A cashier needs to know not only the technology to ring someone up but what to do if something is priced wrong. Most of the time, skills training is given in-house and can include the use of a mentor. Continuing Education Matters A small business owner explains the advantages of offering

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informal skills training about new products. **Soft Skills Training** Our fourth type of training is called soft skills training. Soft skills refer to personality traits, social graces, communication, and personal habits that are used to characterize relationships with other people. Soft skills might include how to answer the phone or how to be friendly and welcoming to customers. It could include sexual harassment training and ethics training. In some jobs, necessary soft skills might include how to motivate others, maintain small talk, and establish rapport. In a retail or restaurant environment, soft skills are used in every interaction with customers and are a key component of the customer experience. In fact, according to a Computerworld magazine survey, executives say there is an increasing need for people who have not only the skills and technical skills to do a job but also the necessary soft skills, such as strong listening and communication abilities Hoffman, Many problems in organizations are due to a lack of soft skills, or interpersonal skills, not by problems with the business itself. As a result, HR and managers should work together to strengthen these employee skills. Soft skills training can be administered either in-house or externally. **Professional Training and Legal Training** In some jobs, professional training must be done on an ongoing basis. Lawyers need professional training as laws change. A personal fitness trainer will undergo yearly certifications to stay up to date in new fitness and nutrition information. Some organizations have paid a high cost for not properly training their employees on the laws relating to their industry. As a result, the organization has agreed to develop training for workers on medical privacy. The fines could have been prevented if the organization had provided the proper training to begin with. Other types of legal training might include sexual harassment law training and discrimination law training. Wikimedia Commons " public domain. **Team Training** Do you know the exercise in which a person is asked to close his or her eyes and fall back, and then supposedly the team members will catch that person? As a team-building exercise and a scary one at that , this is an example of team training. The goal of team training is to develop cohesiveness among team members, allowing them to get to know each other and facilitate relationship building. We can define team training as a process that empowers teams to improve decision making, problem solving, and team-development skills to achieve business results. Often this type of training can occur after an organization has been restructured and new people are working together or perhaps after a merger or acquisition. Some reasons for team training include the following: Ironically, through the use of technology, team training no longer requires people to even be in the same room. **Human Resource Recall** What kind of team training have you participated in? What was it like? Do you think it accomplished what it was supposed to accomplish? **Managerial Training** After someone has spent time with an organization, they might be identified as a candidate for promotion. When this occurs, managerial training would occur. Topics might include those from our soft skills section, such as how to motivate and delegate, while others may be technical in nature. For example, if management uses a particular computer system for scheduling, the manager candidate might be technically trained. Some managerial training might be performed in-house while other training, such as leadership skills, might be performed externally. The average number of total training days at Mastek is 7. **Safety Training** Safety training is a type of training that occurs to ensure employees are protected from injuries caused by work-related accidents. Safety training is especially important for organizations that use chemicals or other types of hazardous materials in their production. Safety training can also include evacuation plans, fire drills, and workplace violence procedures. Safety training can also include the following: