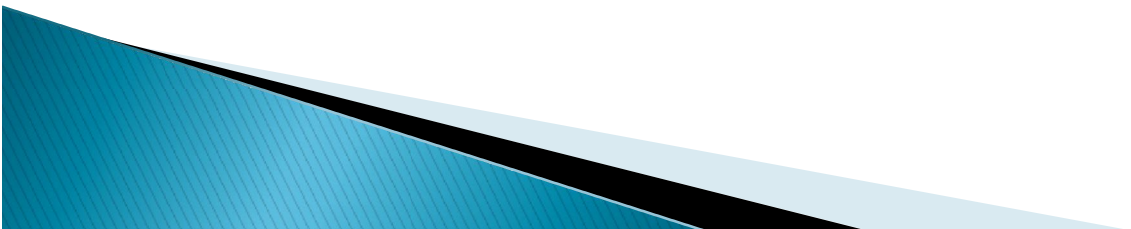


TRAINING & DEVELOPMENT



: Dr. Rahul Bhardwaj

EMPLOYEE TRAINING

- ▶ Training is the process by which the aptitudes, skills abilities of employees to perform specific jobs are increased.
- ▶ Training is the process of increasing the knowledge & skills for doing a particular job. It is an organized procedure by which people learn knowledge & skill for a definite purpose.

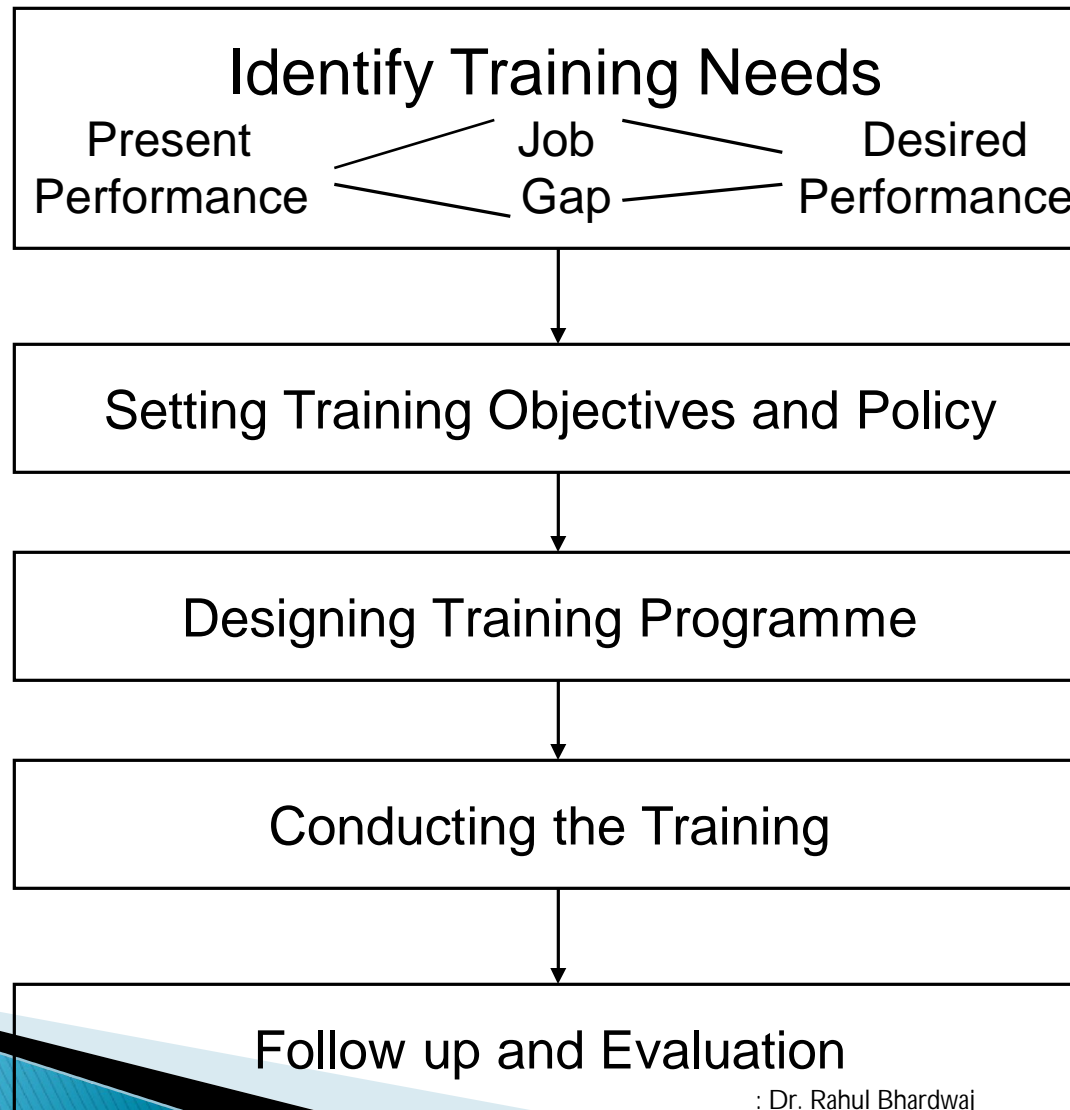
DEVELOPMENT

- ▶ Development is a long term educational process utilizing a systematic & organized procedure by which managerial personnel learn conceptual & theoretical knowledge for general purpose.
- ▶ Development involves preparing an individual for a future job & growth of the individual in all respects.

Importance of training

- ▶ Higher productivity
- ▶ Reduced supervision
- ▶ Low employee turnover
- ▶ Better organizational climate
- ▶ Reduce accidents
- ▶ High morale
- ▶ Better quality of work
- ▶ Personal growth

A Systematic Approach to Training



: Dr. Rahul Bhardwaj

Types of training

- ▶ Communication training
- ▶ Computer skill training
- ▶ Customer service training
- ▶ Ethics training
- ▶ Human relations training
- ▶ Quality training
- ▶ Safety training

Conducting the Training (Methods and techniques of Training)

▶ On-the Job Training

Job Instruction Training

Coaching

Job rotation

▶ Off the Job Training

- Vestibule Training
- Apprenticeship Training
- Classroom Training
- Internship Training

Difference between Training and Development

Dimensions	Training	Development
Contents	Technical & mechanical operations	Conceptual & philosophical concepts
Participants	Non-managerial personnel	Managerial personnel
Time period	Short-term	Long term
Purpose	Specific, job related skills	Total personality
Initiative	From management-external motivation	From individual himself-internal motivation
Nature of the process	Reactive process	Proactive process