

TRAINING AND DEVELOPMENT

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Abstract: Training and Development is a vital part of HRM, it helps in nurturing the people according to the needs and demands of the organizations. It serves as a platform to identify the future leaders among the group of employees. Organizational objectives can only be achieved only when there is a team effort, Training and Development caters the team building and team playing abilities among the employees by providing the both departmental and cross-departmental training programs. Training and development refer to educational activities within a company created to enhance the knowledge and skills of employees while providing information and instruction on how to better perform specific tasks. Training is a short-term reactive process meant for operatives and process while development is designed continuous proactive process meant for executives. Training and Development is a structured program with different methods designed by professionals in particular job. 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. Training is mainly provided for making employee aware on how to handle particular job, technology or equipment for doing particular task or function in the organisation. Ultimately training of employees will be by way of teaching by the professional in particular job which involves technicality to develop skill.

Keywords: Training & Development, Employees, Knowledge, Skills, Organizational objectives.

Need for training and development:

Companies spend money on training and development as -

- Training opportunities increase employee retention.
- Training is cheaper than replacing.
- Regular training is a must for remaining current with industry trends and technologies.
- When it comes to filling an open position, training a current employee in a new skill and moving said person between roles or departments is a potential cost savings rather than hiring a new one.

Purpose:

Lowers Attrition

Training is one of the best ways to value your employees. It shows them that you are as invested in their wellbeing and growth as they are in your growth as a company. Employees who are looked after will never want to look elsewhere.

Prepares for upcoming challenges

Training can be a pre-emptive step to train employees for expected/unexpected changes in the industry. In times like ours when trends change constantly under the influence of online evolution, keeping our teams prepared just makes good sense.

Fosters Leadership

There is no better way to create future leaders than to train the best bunch. This will also lead to a clear career path for employees preventing attrition and dissatisfaction.

Growth of the company

Any company dedicated to training its workforce will only prosper and move forward. The employees are a major part of a company's assets and taking care of them will mean taking care of the organisation.

Types of training and development:

The types of training programs are -

- Technical training is a type of training meant to teach the new employee the technological aspects of the job.
- Quality training refers to familiarizing employees with the means of preventing, detecting, and eliminating non-quality items, usually in an organisation that produces a product.
- Skills training, the third type of training, includes proficiency needed to actually perform the job.
- The 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.

- Professional training is a type of training required to be up to date in one's own professional field.

Scope of study:

The scope of training depends upon the categories of employees to be trained. As we all know that training is a continuous process and not only needed for the newly selected personnel but also for the existing personnel at all levels of the organisation.

- 1. Rank and File:** Employees who have no administrative or supervising work.
- 2. Supervisory Employees:** The first line foreman, supervisor and their immediate supervisors.
- 3. Staff:** Specialised personnel such as technical and professional persons attached to the line organisation as advisors.
- 4. Middle Management:** All the managerial personnel holding positions between line supervisors and the top management.
- 5. Top Executives:** All executives who hold major responsibility for the overall planning and control.

Examples of training and development:

The examples of training and development could be that tax laws change often, and as a result, an accountant must receive yearly professional training on new tax codes. 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. 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.

Benefits of training and development:

The benefits of training and development are -

- Employee training and development increases job satisfaction and morale among employees.
- Reduces employee turnover.
- Increases employee motivation.
- Increases efficiencies in processes, resulting in financial gain.
- Increases capacity to adopt new technologies and methods.
- Increases innovation in strategies and products.

Best practice for training and development of employees:

Some of the best practices for training and development of employees are -

- **Align training with management's operating goals** - Management always has operating goals like better performance, productivity, quality, or customer satisfaction, to name a few. Once you know the goals, you can design targeted programs.
- **Survey your employees first** - The best source of information about organisational performance and needs are the current employees. They know a lot about what's going on and what, if anything, should be changed.
- **Consider different learning styles and methods** - While creating learning content and courses for your L&D staff, keep in mind that they'll each have different learning styles and methods too, the same way the rest of the employees do. Make sure you have learning materials available for each type of learning style.
- **Measure results** - Successful companies measure outcomes to make sure they continue to get the biggest bang for their buck.

Conclusion: Training and Development is considered as a strategy for growth in every organization. It is adopted by the organization to fill the gap between skills and future opportunities. These training programs definitely enhance skills, improve efficiency, productivity and growth opportunities for employees.

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