

Three Reasons Training Programs Succeed or Fail

Training and human resources professionals are facing mounting pressure to ensure training programs deliver real results. The success or failure of our programs often comes down to our ability to gain buy-in at three levels: executives who sponsor our programs, managers who send their employees to training, and employees who participate in training.

Overview

This interactive presentation provides proven strategies to engage stakeholders at all levels so training initiatives consistently lead to meaningful changes in behavior and performance. It features hands-on activities, authentic case studies, and opportunities for self-reflection designed to help participants understand how to apply these strategies in their own organizations. Participants will learn how to quickly create a learning partnership between training participants, their managers, and the trainer.

Takeaways

Participants will gain the following:

- Learn what executives **really** care about when it comes to training.
- Discover how to engage managers with a simple planning tool.
- Identify two simple elements that increase learning by up to 76%.



About Jeff Toister, CPLP, PHR

Jeff is the author of *Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About It*. His company, Toister Performance Solutions, help clients improve customer service, often through employee training. Jeff is a dynamic and engaging speaker and a nationally-recognized employee training expert. Jeff has a Certified Professional in Learning and Performance (CPLP) credential from the American Society for Training and Development and a Professional Human Resources (PHR) certification from the Human Resources Certification Institute. He is a Past President ASTD's San Diego chapter, where he received the WillaMae M. Heitman Award for distinguished service.

Contact Jeff to book him for your event:

jeff@toistersolutions.com ♦ (619) 955-7946 ♦ www.toistersolutions.com