# Management Essentials

# Exercise #3

# Developing Employee Skills

You will remember from the lecture that you, as the manager, are the person who is best able to give job instructions and develop job skills. The lecture described a six step Job Instruction Training Model that included the following:

Step 1: Define the Skill and Break It Down (Pinpoint)

Step 2: Prepare the Student

Step 3: Present/Model the Skill

Step 4: Practice Behavior

Step 5: Practice the Skill

Step 6: Follow-up/Reinforce

Use the following table to identify the specific development steps for one specific skill that is important among your team members. Please share this with your coach and then follow through and do the training with at least one employee. Discuss how this went with your coach.

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| --- | --- | --- | --- |
| Job Instruction Plan | | | |
| What is the Skill? | | | |
| Job Instruction Steps | Describe this Step? | Who Are You Training? | When, or the Status? |
| **Step One**   1. Define the Pinpointed Behaviors that comprise this skill. |  |  |  |
| **Step Two**  **Prepare the Student**  How will you prepare the student? |  |  |  |
| **Step Three**  **Model**  How will you model or demonstrate the performance of this skill? |  |  |  |
| **Step Four**  **Practice the Behavior**  How will the employee practice this behavior and when? |  |  |  |
| **Step Five**  **Practice the Skill**  After all the component behaviors have been mastered you will ask the student to practice the entire skill  **Step Six**  **Follow Up and Reinforce the Performance of the Skill**  How will you reinforce the acquisition of this skills? When? |  |  |  |
| What is your evaluation of how this procedure worked? How would you improve it for the next student? |  | | |