



## Lesson Transcript

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Support

On-the-job training describes the process of teaching an employee to complete the key activities needed for their job after they are hired. Read about this practice, learn to recognize what it looks like, and take a quiz to test what you've learned.

### What is On-the-Job Training?

Have you ever worked for a business that implemented a new computer system? Changed the procedure for doing something? Added a new task to your job? If you answered 'yes' to any of these questions, it is likely that you have received **on-the-job training**. On-the-job training simply means training an employee to complete a task or function when they are already hired and working.

### What Does On-the-Job-Training Look Like?

Let's return to one of our questions above. Imagine the company you work for implemented a new computer system. Even if you had been working there for years, you now need to learn how to operate this new system. If the company has someone come in to teach you how to use this new system, you received on-the-job training.

This type of training can be formal or informal. Sometimes, on-the-job training is simply a more experienced employee sitting with a less experienced employee to teach them how to do something. Other times, there are more prescriptive training programs that all employees at a company go through.

Think back to a recent advertisement for an open job you have seen. Chances are, somewhere within the ad, the company described the kinds of skills and experience they are seeking in an employee, such as 'must be proficient in Microsoft Office' or 'three years of experience in a retail setting required.' This is the way a company sets the basic skills someone will need in order to be hired for a position. Setting these skill levels help the company to limit, but usually not fully eliminate, on-the-job training.

Let's consider what on-the-job training might look like in practice, using Kelly as an example. Kelly responds to an advertisement seeking a scheduler for a busy medical office. The advertisement says she needs three years of experience as a scheduler, which she has. After Kelly is hired, she learns that her new office uses System B to schedule patients, while Kelly's old office used System A. Thus, during her first week of work, the office manager spends several days teaching Kelly how to use System B. This is on-the-job training.

However, because System B is similar to System A, and Kelly understands how medical offices work, there is much less on-the-job training needed here than there would be if Kelly had never worked in a medical office before.

## The Benefits of On-the-Job-Training

Since it takes time to train a new employee and time costs a company money, why would companies then not just attempt to hire people who had the necessary skills and experience so it wouldn't need to train them? There are a few reasons for this.

Support

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