



THE WAY WE DO

TRAINING MATTERS

“Underinvesting (in training) can leave an organization at a competitive disadvantage.”

- Eduardo Salas et al

Why does it matter?

Billions of dollars are spent every year on training. Yet, many organizations do not receive any tangible benefits from their training investments.

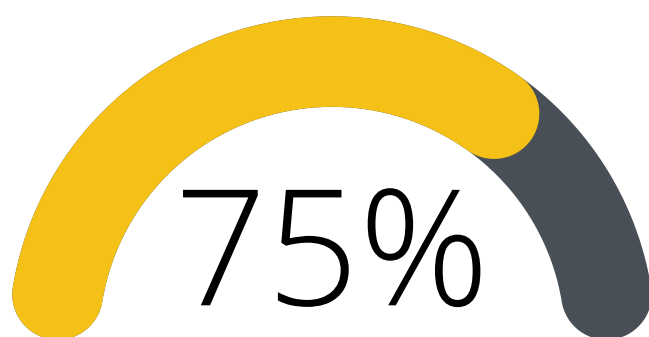


What seems to be the problem?

1. Many L&D programs amount to simply transfers of quickly forgotten information.

2. Training programs that do not offer ample opportunities to practice means that trainees are likely to forget what they have learned and/or view it as unimportant.

3. Yet, offering unstructured practice without clear learning objectives or timely, constructive feedback can actually teach wrong lessons.



4. The Forgetting Curve suggests that if new information isn't applied, 75% of it will be forgotten after just six days.

What do we need to do?

1. Differentiate between what employees “need to know” vs. what they “need to access.”

2. Use spaced repetition. Studies show that spaced repetition helps us to remember about 80% of what we learn after 60 days.

3. Create ample opportunities for employees to immediately practice real-world situations.

4. Provide timely, task-based, constructive feedback and allow for remediation.

