

The Manager's Role in Supporting Training

Managers play a vital role in the employee's ability to apply what they've learned back on the job. Use the checklists below to help your Managers support their employees Before, During and After the learning event.

BEFORE

- Let your employee know that you have participated in a preview session in order to get a better understanding of the content and key concepts. This demonstrates your commitment to their development and the importance of investing time in learning.
- Promote the benefits of the program to the employee to help generate some enthusiasm and excitement about the program.
- Establish expectations about where your employee should focus their attention during the training.

DURING

- Help them focus. Avoid interrupting the employee or pulling him/her out of training. Where possible, ensure they have transferred any daily tasks or responsibilities to another team member.
- Prepare to offer your feedback. Encourage employees to meet with you to share what they are learning about themselves, their new skills and how they plan to apply the learning back on the job.
- Check-in often. Discuss relevant tools and assessments and help them link what they are learning to their role and responsibilities.

AFTER

- Discuss their Action Plan. Find out what your employee's plan is for applying what they've learned back on the job. Offer your assistance in contributing where necessary. Their Action Plan should be established soon after completing the learning event.
- Follow-Up! Check-in with your employee to monitor their progress and hold them accountable for the results and their commitment.
- Reward and Recognize. It is important for you to recognize their effort and commitment to development. Be sure to provide a form of recognition that is acceptable and motivating to them.