Critical success factors for workforce training

Assess training needs
Person analysis to identify current competency levels and organisational analysis of training priorities, resources available and potential constraints.

Organisational support
Communicate the value of training to the organisation and provide organisational supports for the training initiative.

Learning climate
Establish clear guidelines of what the training will involve and prepare supervisors/leaders with the right information to engage in discussions to build learners’ motivation to undertake training.

Training resources
Determine resources required and the time commitment and ensure the trainee's availability. Document relevant policies and procedures required for training.

Trainee motivation and confidence
Convey a belief in trainee’s ability and have high expectations and build positive relationships with trainees.

Training content and delivery
Allow sufficient time to support learning. Use a wide range of examples and teaching methods and provide information, demonstration and opportunities for practice and feedback.

Technology use
Use a technology wisely and ensure trainees have appropriate skills and knowledge. Support trainees to develop necessary computer skills.

Use of skills on the job
Facilitate application of skills and knowledge on the job (such as providing opportunities and removing barriers to using new skills), model desired behaviour and provide encouragement and reinforce learning on the job.

Evaluate training outcomes
Use date to deliver, develop and implement further training - measure training programme effectiveness. Use Maori and Pacific specific data to inform decisions for these groups.