

Chapter 20

Training

Overviews

1. The importance of training to a business and its workers
2. The different types of training and their main purpose
3. The role of training in compliance with health and safety laws
4. The benefits and limitations of training

1. The importance of training to a business and its workers

- **Training** : process that involves increasing knowledge and skills of worker to enable them to do their job more effectively.

- Why is training important?

1. Introduce a new process or new equipment
2. Improve the efficiency of the workforce
3. Provide training for the unskilled workers
4. Decrease the supervision needed
5. Improve opportunity for internal promotion
6. Decrease the chances of accidents

2. The types of training

There are three main types of training

1. **Inducing training:** is an introduction given to a new employee when they first start a job.

Advantages	Disadvantages
<ul style="list-style-type: none">• It helps new employees to settle into their jobs quickly.• Workers are less likely to make mistakes.• It may be a legal requirement to give Health and Safety training.	<ul style="list-style-type: none">• Time consuming• Wages are paid but no work is being done by the worker.• It delays the start of the employee's work.

2. On-job training: training that takes place while doing the job by . . .

- Watching another worker
- Mentoring

Mentoring: where people with a lot of experience and knowledge advise and help other people at work or young people preparing for work.

Supervision: when workers supervise someone or something.

- **Job rotation:** where employees alternate between different jobs during the course of their employment.

Advantages	Disadvantages
<ul style="list-style-type: none"> • Individual tuition • Easy to organise • Some products are created from the workers while they are training. • The cost is usually lesser than other training. 	<ul style="list-style-type: none"> • Output may be lost if workers make mistakes. • The trainer will not be as productive as usual because they are showing the trainee. • The trainer may have bad habits and pass on them to the trainee.

3. Off-the job training: involves being trained away from the workplace, usually by specialist trainers.

Advantages	Disadvantages
<ul style="list-style-type: none"> • Output is not affected by mistakes. • Customers are not put at risk • If these courses are taught after work, the employees still carry out their work. • Learning cannot be distracted by work. 	<ul style="list-style-type: none"> • No output is created. • Costs are high. • Some aspects of work cannot be taught off-the-job.

4. Benefits and limitation of training

Benefits of training	Limitation of training
<ul style="list-style-type: none">• Keeping workers up to date in new technology and safety procedures.• Improving labour flexibility as they are trained to do many jobs.• Improving job satisfaction and motivation	<ul style="list-style-type: none">• High cost of training• Training is impractical as workers really start learning until they arrive at their workstation.• Loss of output from off-the-job training.• After training, it is easier for the employee

