

Effective Training : Essential to your Records Management Program

Agenda

- Understanding adult learners
- Characteristics of adult learners
- Needs assessments and their benefits



Why this topic matters?




Understanding Adult Learners

Self Directed

Understanding Adult Learners

- Pull from a lifetime of experience
- Need to know why learning is important
- Want to apply learning immediately
- Seek hands-on approach, relevant to needs

A group of adult learners in a classroom setting. In the foreground, a woman with dark hair in a ponytail is looking towards a whiteboard. To her right, two other women are also looking in the same direction. The whiteboard in the background has handwritten notes that include "hotel", "alcohol", "pool", and "Shopping". The scene is brightly lit, suggesting a professional or educational environment.

Characteristics of Adult Learners

How do they learn?

Characteristics of Adult Learners

- Timing matters, learn when they are ready
- Seek opportunities to perform the new task or system
- Learn from their mistakes, need to support that errors occur
- Easiest when it is familiar to them
- Need to understand concepts
- Want opportunities to practice
- Want content customized to their needs

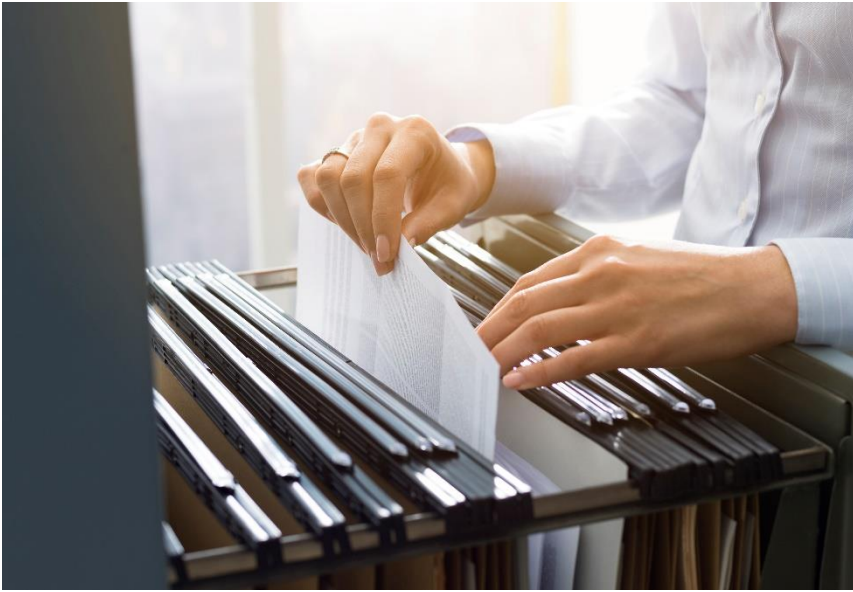
What is a Needs Assessment?

Information needed for designing and creating effective training

Allows the trainer to address a group's needs and wants

- Needs are gaps – the difference between what exists and what should exist
- Wants are solutions – a proposed means to fill the gap

1. Know your purpose
2. Know your audience
3. Know that training is the solution



Why Conduct a Needs Assessment?

Enhances impact of program and training delivery



When a problem exists in an organization, a first impulse is to solve with training

Training is not always the solution, because lack of skill is not always the root cause

Needs Assessment Content

- What are the objectives of the training?
- What are the underlying issues?
- Can we survey employees to gather information? Has this already been done?
- What are politics to be aware of?
- What has already been done?
- How do we pinpoint the problem? What is the problem we are trying to solve?
- Why are we doing this?
- Who else do we need to talk to?
- What does leadership expect will result from training?

Training Needs Assessment needs to identify

Who is the training session for? (what are the characteristics of the participants)?

What specific objectives do you have for the training?

How does this training fit within overall organization plan for training and development?

Will this training be voluntary or mandatory?

1. What changes would you like to see happen?
2. What problems or opportunities would you wish to see addressed with this training



Thank you

Donna Molloy

Dynamic Leadership

780-803-0121

donnamolloy@live.ca