

Handle a Training Request

When someone asks you to train employees, how do you know what to train, how long to train it, or whether training is even the right solution?

You can ask the person requesting the training the following questions to get to the heart of what training is truly need.

Five Questions

1. Why is this project important to the requester or the organization?
2. How will we be able to measure if the project is successful?
3. What do we need people to do?
4. What factors besides training might influence performance?
5. What knowledge, skills, and abilities (KSAs) are currently missing?

Green Building Maintenance

Read the scenario and then use the discussion questions above to determine what training is needed. Watch “Handle a Request for Training” to see the answers.

The Scene

You work for a nonprofit organization that provides affordable housing. Your organization has just received a grant to buy a small apartment complex. The grant requires the building to be managed to a set of green standards, and outlines the specific requirements that must be met.

The Request

You’ve been asked to provide your organization’s maintenance workers with training on green building maintenance. This team is responsible for light repairs to the building and its systems.

The Challenge

Answer the five questions above. Think about what else you would need to know to handle this training request.

Resource

Tim Mooney and Robert O. Brinkerhoff, *Courageous Training: Bold Actions for Business Results*, (Berrett-Koehler Publishers, San Francisco, 2008).