

# Investing in your workforce: How to train & Develop your employees

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Run Time: Approximately 45 minutes

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across **Employment Law, HR and Health & Safety****



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# Today We Will Cover

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- Why is staff training important?
- Managing staff training in the workplace
- Benefits of staff developments
- Different kinds of staff development

# What is staff training?

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- A way of providing employees with the necessary skills and knowledge for their role.
- Can be conducted by a professional trainer, mentor or a senior manager (if they have the correct authority).
- Common training courses include health & safety, compliance, management, and onboarding training.
- A business will usually offer some level of training to new employees; helping them settle into their new role.



# Why is staff training important?

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- Get the highest value from employees during their time with you.
- Growth/development is a primary driver for long-term employee retention.
- Addressing "capability gaps" early to save on turnover and recruitment costs.
- A proactive alternative to disciplinary action or dismissal.



# Benefits of staff training - Employers

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- Work performance
- Business standards
- Reduces business costs
- Improves your company culture
- Ensures legal compliance
- Improves employee relations



# Benefits of staff training - Employees

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- Personal development
- Employee morale
- Enhances their skills
- Increases their ongoing performance and productivity
- Increases their motivation and ongoing confidence



# What happens if you don't train your staff?

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- Unsafe work environment
- Competitive edge
- Unsatisfied staff
- Business losses
- Higher staff turnover
- Increased Risk & Liability



# How to manage staff training in the workplace

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## Choose a suitable course

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- Safety training
- E-learning
- Virtual reality (VR)
- Soft skills
- Mentoring



# Keep a record of training sessions

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- Keep records of every training session you hold:
  - What the training course is
  - How it's assessed
  - Whether improvement is seen in employees or the workplace.
- Helps you keep on top of financial costs
- Can even act as evidence should training conflicts ever arise
- Evidence that you are fulfilling your obligations to provide mandatory training such as H&S and sexual harassment training



# Deliver training for new workers

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- New workers will usually need their own kind of training compared to existing staff.
  - On-the-job learning.
  - Mentoring services.
  - In-house training.
  - Individual studying.
  - Hazards and risks in your workplace
  - The measures you have in place to manage these risks
  - Fire safety training
  - The steps your workers should take in an emergency your arrangements for first aid, fire, and evacuation



# Ensure training courses aren't discriminatory

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- Ensuring "Reasonable Adjustments" are integrated into all learning pathways
- Removing barriers for employees with disabilities or long-term health conditions.
- Identifying "hidden" bias in selection for high-value leadership or "stretch" training.
- Any evidence of unlawful discrimination can lead to hearings at an employment tribunal (ET).



# What is CPD/Personal Development?

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- A life-long commitment to keeping skills and knowledge up to date.
- Primarily self-driven by the employee, though often supported by the organization.
- A continuous, never-ending process that spans an entire career.
- Reducing "skill stagnation" by keeping the workforce aligned with industry trends.



# Which industries look at CPD?

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- CPD is mandatory for some professions but voluntary for others
- Statutory Mandatory: Required by law through professional regulation.
- Professional Body Mandatory: Required by professional body membership rules.
- Examples:
  - Doctors
  - Nurses and Midwives
  - Pharmacists
  - Solicitors
  - Barristers
  - Financial Advisers
  - Accountants
  - Architects



# Benefits of staff development

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- Increase job satisfaction.
- Increase employee efficiency.
- Reduce need for oversight and close management.
- Reduce employee turnover.
- Give employees more flexibility and ability to innovate.
- Make employees more able to adapt to unexpected circumstances.



# Different kinds of staff development

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## Training:

- Training should be specific and have a clear goal.
- Consider training if you are looking to have someone take on new responsibilities.
- An experienced member of the team should:
  - Show: perform the task.
  - Tell: explain the why behind the how.
  - Do: Let the learner take the wheel with a safety net

## Shadowing:

- Employee observes the work of a colleague
- Gives a more broad understanding of someone's role rather than a specific task
- Shows how the actions of one role/team impacts another
- Be aware of mentors passing on bad habits



# Different kinds of staff development

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## Job rotation:

- Can be used to upskill a whole team
- Staff swap roles for a short period to learn new skills
- Can allow different teams work together more cohesively
- Considerable time investment as many employees will be learning new tasks at the same time.

## Workshops:

- Can be used to raise awareness of more general business processes and policies
- Typically presented by an expert speaker
- Often come with a certificate of completion
- E.g:
  - Leadership and management training.
  - Handling client relationships.
  - Equality and diversity training.



# Appraisals

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- These meetings enable you to:
  - Find out which activities employees want more training on.
  - Ask about new skills they would like to learn.
  - Discuss opportunities for growth with workers.
  - Set targets for future appraisals.
- Should discuss career development opportunities
- Outline the steps to be taken and agree a timeline to review.
- Ensures that employees are aware of any professional development opportunities and the steps they need to take to progress



# Summary

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- Fulfilling legal duties for H&S and Equality/Harassment prevents uncapped Tribunal awards.
- Accurate record-keeping is your primary evidence of "reasonable steps" taken.
- A learning culture is the most effective way to lower turnover and recruitment costs.
- Use Training for specific tasks, Shadowing for broad context, and CPD for future leadership.
- Ensure equitable access to training to avoid discrimination and unlock full workforce potential.

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