

Chapter 8 Outline

Training Overview

Training Methods

Qualities of Good Trainers

Understanding the Jobs Being Trained

Evaluating Training

Four-Step Training Method

Step One: Prepare to Train

Step Two: Conduct the Training

Step Three: Coach Trial Performances

Step Four: Follow Through

Learning

Communication

The Communication Process

Speaking Anxiety

Listening

Certification for Department-Level Trainers

Competencies

1. Explain the importance of training departmental trainers. (pp. 265–272)
2. Outline how trainers use the four-step training method to train employees. (pp. 272–278)
3. Describe the learning process and the factors that affect it. (pp. 278–280)
4. Describe the communication process. (pp. 280–283)
5. Identify techniques to help reduce speaking anxiety. (p. 283)
6. List characteristics of effective listeners. (pp. 283–284)