

## Chapter 4 Outline

Importance of Training  
Training Methods  
Group Training  
One-on-One Training  
On-the-Job Training  
Off-the-Job Training  
Qualities of Good Trainers  
Understanding the Job(s) You Train  
Job Descriptions  
Training from Experience  
Training to Standards  
Measuring Training  
Cost of 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  
Learning Styles  
Factors Affecting the Learning Process  
Adult Learning Needs  
Orientation  
The Importance of Orientation  
Types of Orientation  
General Property Orientation  
Specific Job Orientation  
Orientation Activities  
Orientation Evaluation

## Competencies

1. Explain the function of training within an organization and the supervisor's role in training. (pp. 107–115)
2. Identify the tasks performed in each step of the four-step training method. (pp. 115–119)
3. Describe how learning styles and adult learning needs affect the training process. (pp. 119–126)
4. Explain how orientations affect new employees and the organization. (pp. 127–135)