

Unit 303: Contribute to business success

Activity 23: Training true or false

Which of the following statements are true and which are false?

The general benefits of staff training include:

1. If the worker sees value in what they are doing, it will play an important role in lifting their performance and making their work duties relevant.
2. Motivated staff will display their positive attitude to customers and contribute to the external perception of professionalism of the business.
3. A strong team spirit promotes self-checks of staff as colleagues will support each other and highlight any shortfall in the provision of a product or service.
4. Once a business has trained all staff to the desired levels, no further business expenditure for training will be necessary.

Which of the following statements about coaching and training are true or false?

1. Training must be held during work hours for maximum benefit.
2. For coaching to be successful you need to select a comfortable and practical environment.
3. Most of the learning in your career will occur on-the-job, e.g. someone will show you how to set a table or fold a serviette.
4. Off-the-job training has the benefit that people are able to concentrate more with less interruption and in some instances specialised equipment can be used.
5. Simulation fails to provide realistic situations for the learner.
6. Some coaching situations may warrant the training to be taken off site, known as off-the-job training.