

Unit 303: Contribute to business success

Activity 23: Training true or false (Tutor)

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. **True**
2. Motivated staff will display their positive attitude to customers and contribute to the external perception of professionalism of the business. **True**
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. **True**
4. Once a business has trained all staff to the desired levels, no further business expenditure for training will be necessary. **False**

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

1. Training must be held during work hours for maximum benefit. **False**
2. For coaching to be successful you need to select a comfortable and practical environment. **True**
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. **True**
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. **True**
5. Simulation fails to provide realistic situations for the learner. **False**
6. Some coaching situations may warrant the training to be taken off site, known as off-the-job training. **True**