

Are you wasting money on IT Training?



There are common mistakes people make when choosing a training partner for their company. These are:-

1. Not understanding what you want to achieve before you start.

Companies often contact us to tell us staff need 'a course' but we are always keen to find out why. What is the problem they have that means they need training?

2. Assuming that 'being an expert' means someone knows how to teach what they know.

Using Subject Matter Experts (SMEs) to train other staff is common in many companies. But is it good practice?

Staff who know how to do a job may not have the skills to pass on this knowledge. They may bully or intimidate others, or not pass on parts of the process, either deliberately because they don't want to lessen their status by giving others access to that knowledge, or accidentally because they don't understand how to break down the required process into smaller chunks of knowledge.

You could train your SME to become a trainer ... but then that will become their job, and it maybe they're more valuable to your business doing the job they're so expert in.

A better way to tackle this is to harness their knowledge by giving an experienced trainer access to your SME to consult about how the task is done.

3. 'One size fits all' – assuming everyone needs the same training course.

Don't waste staff's time sending them on the wrong level course. The best way to ensure the training 'fits' each individual is to check their existing knowledge before training with a Training Needs Analysis.

4. Believing that the prospective supplier is as good as they say – without checking references.

You should check with previous clients that the trainers have done an excellent job for them. Good training companies will make their references available publicly on their website and LinkedIn.

5. Thinking that the lowest price (or the highest for that matter) means it is value for money.

What Return on Investment will you look for from your training? Will your staff be more accurate, work more efficiently and save time after the training? Good training companies will have strategies in place to help staff continue learning after the course is finished.

Don't forget your part in this process, ensure your managers ask people what they've learnt and encourage staff to implement their new skills.