

Duty/Task: I-1 Provide staff training									
STEPS (Required to Perform the Task)	PERFORMANCE STANDARDS (Observable & Measurable Criteria)	TOOLS, EQUIPMENT, SUPPLIES & MATERIALS (Needed)	REQUIRED KNOWLEDGE AND SKILLS (Math, Science, & Language)	SAFETY (Concerns)	WORKER BEHAVIORS (Important to Worker Success)	DECISIONS (Identify Decisions that Must be Made by the Worker)	CUES (Identify the Data Needed for Making Correct Decisions)	ERRORS (Indicate What May Result if Incorrect Decisions are Made)	
1 Identify individual and group training needs.	1 Accurately identified training needs of individuals and group staff	1 Needs assessment template, computer, job descriptions	1 Basic knowledge of training needs analysis, knowledge of staff members' jobs and current performance level	1 N/A	1 Accurate, conscientious, observant, objective	1 What training does each staff member need to do his or her job according to expectations? What are the common training needs for all staff?	1 Observation of current performance, feedback from individual staff members, results of individual needs analysis	1 Won't be able to provide relevant training to meet staff members' needs	
2 Develop training plans	2 Developed individual and group training plans to meet identified training needs	2 Training plan template, computer, printer	2 Basic knowledge of training plans and methods	2 Include safety training as part of the plan	2 Creative, thorough, realistic	2 What should each training plan include? Where can I get a template?	2 Training content and methods relevant to staff members' needs, HR website	2 Won't be able to provide relevant training to meet staff members' needs	
3 Develop training objectives	3 Developed achievable performance and enabling objectives that clearly defined what the learner should know or be able to do as a result of the training	3 Task analyses for most important job tasks, computer	3 Knowledge of job tasks and task analysis, knowledge of performance and enabling objectives, analytical skills	3 N/A	3 Conscientious, accurate, analytical	3 Why do I need training objectives? How should the training objectives be written? How do I distinguish between a performance and enabling objective?	3 Sample training objectives from HR website	3 Won't be able to define what the staff member must know or be able to do as a result of the training	
4 Develop training materials	4 Developed useful training materials that assisted the staff member's learning (e.g. handouts, job aids, learning guides)	4 Job aid templates, task analyses, performance and enabling objectives	4 Knowledge of developing training materials, writing skills, analytical skills	4 N/A	4 Creative, clear, persistent, detail oriented	4 What training materials will be most helpful when providing staff training? How do I develop them?	4 Time and budget available for developing training materials, samples of training materials to use as guides	4 Won't have helpful training materials to assist staff learning	
5 Provide group/classroom training	5 Conducted group training using training materials and AV support; involved the staff members in the process	5 Meeting room, AV support (e.g. computer, PowerPoint, LCD projector, flip chart), leader's guide	5 Training skills, group process skills, communication skills	5 N/A	5 Knowledgeable, receptive, team player	5 Where should I conduct the training? When should I do it? How should the room be set up? What AV aids do I need?	5 Training schedule, training plan, instructions in leader's guide	5 Won't provide the training that staff needs to perform their jobs; inefficiency, poor service and turnover may result	
6 Provide individual on-the-job training	6 Provided individual on-the-job training using effective one-on-one training techniques	6 Job aids, on-site training guides	6 Training skills, communication skills, coaching skills	6 N/A	6 Patient, supportive, observant	6 What tools do I need to assist me in providing OJT? What methods work best when providing one-on-one training?	6 Job aids, training guides, knowledge of OJT training techniques and methods	6 Won't provide the training that staff needs to perform their jobs; inefficiency, poor service and turnover may result	
7 Evaluate/measure results	7 Evaluated the training to determine its effectiveness and made appropriate changes	7 Participant feedback forms, pre and post tests	7 Analytical skills, evaluation skills	7 N/A	7 Objective, receptive, conscientious	7 How do I measure the effectiveness of the training? What changes do I need to make in the training?	7 Selected measurement method(s), assessment of changes needed based on evaluation	7 Training won't produce desired results, may need to be re-designed or revised	
Analyst: John Moser			Specific Relevant References:						
			1 www.humanresources.about.com						
			2 www.dacumohiostate.com						