



## Mulch Your Managers!

Well, not in the traditional sense – but these folks do need some tending to in order to grow!

Managers are key to ensuring that employee learning is successfully transferred back on the job. No matter how fabulous your training design or how amazing your training delivery, little is changing unless your managers are plugged in to their people.

Two critical timeframes for them to act are before and after their employees' training. Here are just a few things they should be doing at each of these critical points:

### **Before**

- \* Set standards of performance
- \* Define/assess training needs with trainer
- \* Become familiar with the content
- \* Communicate need for training to the employee
- \* Clarify with employee expectations following training
- \* Anticipate resistance to change

### **After**

- \* Meet with the employee to discuss the use of new knowledge, skills and attitudes
- \* Provide follow-up coaching and positive reinforcement
- \* Remove work environment obstacles to the application of learning
- \* Include new KSAs (Knowledge, Skills, Attitudes) in performance appraisal
- \* Participate with trainers to evaluate results of training

Your role in all of this? Coach your managers to do all of the above. Remember, we are the catalyst to performance in the organization. Step up and spark everyone's potential!

For more information on growing YOUR managers, click [HERE](#) and check out our Certified Training Coordinator and Certified Performance Consultant programs.

Go get 'em growin'!

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