

What is Training and Development?

Worksheet

Training and development programs equip employees with skills for current and future roles, improve performance, boost engagement, reduce turnover, and build organizational capacity.

Questions

1. What is the first step in the training cycle?
 - A) Implementation
 - B) Needs assessment
 - C) Evaluation
 - D) Hiring consultants
2. Which method is MOST cost-effective for scaling training?
 - A) One-on-one coaching
 - B) Quarterly conferences
 - C) E-learning platforms
 - D) International travel
3. What does ROI in training measure?
 - A) Number of attendees
 - B) Trainer satisfaction
 - C) Financial return vs. investment cost
 - D) Training duration
4. Mentoring is an example of which training type?
 - A) Classroom-based
 - B) On-the-job/experiential
 - C) Virtual reality
 - D) Self-paced e-learning
5. A bank identifies that new tellers lack conflict-resolution skills. Design a training plan.
6. A software company wants to upskill 50 developers in AI/ML. What's the ROI consideration?
7. How does training affect turnover in retail?
8. Define: What is training and development?
9. Define: Name four training delivery methods.
10. Define: What is needs assessment in training?

Answer Key

1. B) Needs assessment - Needs assessment identifies skill gaps before designing programs.
2. C) E-learning platforms - E-learning scales to many employees at lower per-person cost.
3. C) Financial return vs. investment cost - $ROI = (\text{Benefit} - \text{Cost}) / \text{Cost}$, showing financial value created.
4. B) On-the-job/experiential - Mentoring is direct, experiential learning from a senior colleague.
5. Needs assessment: 60% of teller complaints involve customer disputes. Program design: 2-day workshop + role-play scenarios. Delivery: Online modules + in-branch coaching. Evaluation: Post-training surveys, complaint reduction tracking.
6. Cost: \$2,000 per person 50 = \$100,000. Benefit: Faster product features, reduced hiring, employee retention (+\$50K value). $ROI = (\$50,000 - \$100,000) / \$100,000 = \text{Short-term negative, but long-term strategic gain.}$
7. Without development: 35% annual turnover (high replacement cost). With development: 20% turnover (employees feel valued, see career paths). Savings: reduced hiring, onboarding, and lost productivity.
8. A systematic process to enhance employee skills, knowledge, and competencies for current and future job roles.
9. Workshops, e-learning, on-the-job training, mentoring, conferences, simulation.
10. Identifying performance gaps and skill deficits to determine what training is required.

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