



WHITEPAPER

Keep your 'Training Quotient' up with in-house training

Process improvement involves setting and achieving targets for process capability, and the corresponding maturity this brings your business. An essential factor of defining these processes is to ensure that staff have the right skills to apply them consistently.

Effective training is vital to make sure new recruits and those who change roles can perform as required, but is also necessary for existing staff when key processes are revised and improved, or new technologies adopted. This is crucial to the success and growth of your business.

Each year your organisation will have to handle the issue of staff turnover, and even where turnover is low; those who retire, move on or are promoted tend to be the more experienced and highly skilled (and therefore highly sought) staff. Therefore a certain amount of training is required simply to tread water, maintaining a stable level of skills and capability. If your organisation's objective is skills growth as part of a drive towards maturity, this 'maintenance threshold' must be surpassed.

For staff to be effective in their role, contributing to the organisation's success and able to work as part of a successful team, their training diet needs to include components from three broad categories.

The first category is skills training, including the techniques and tools they must deploy in their professional life, e.g. for a project manager, this might include PRINCE2 training, for a tester the ISEB Foundation Certificate in Software Testing or for a developer C++ or Java training.

The second category is process training, which instructs the individual how to use those skills in the particular organisation where they are employed. In other words, it is not enough to know the theory of project management, but you must know how project management is conducted 'round here'.

Finally, in an increasingly team-oriented world, staff must be equipped with the necessary personal skills to be able to communicate, negotiate and work effectively with their colleagues, managers, staff, clients and suppliers. These soft skills help to ensure that your employees' skills can be applied to follow the processes of your organisation and integrate effectively with each other to achieve successful project outcomes.

But how? How can we find the time to spare our key personnel for the seemingly endless training that they must require?

The effective solution may be in-house training. In order to maximize the return on investment from your learning and development budget, a tailored course delivered in-house can include both the skills and techniques of a particular discipline **and** the specific process which is to be followed within your organisation.

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By training groups of process users and stakeholders within your business together, we can foster an appreciation of each other's needs and issues. This helps to achieve the culture change necessary to enable new work practices to be adopted, and builds a stronger sense of teamwork and understanding amongst staff.

For your organisation, in-house training is:

- **Tailored** to your specific needs and processes
- **Delivered** where and when you need it
- **Cost effective**, with a lower daily rate and fewer expenses
- **Supportive** of building integrated teams with shared vision

For your staff, in-house training is:

- **Scheduled** to fit the demands on their time
- **Focused** and relevant to their needs
- **Conducted** in familiar surroundings
- **Filled** with real examples from their own work context
- **Skills and process** oriented

Compita have a portfolio of some thirty off-the-shelf workshops in topics ranging from project management and risk management to software quality assurance and peer review. If you need expert guidance for change management, crisis management, requirements gathering, configuration management or testing, then help is at hand.

We draw on these extensive, proven training assets when constructing bespoke courses for clients, taking care to ensure that the needs of the organisation and the process users are met and incorporating details of the local processes into the material and the delivery.

And in-house training can take a number of forms, too - it doesn't have to be traditional stand-up classroom training (although still popular!). Computer-based learning is spreading, and for simpler processes, training checklists can be used 'on the job', making this an effective approach to take.

For organisations wishing to acquire the ability to deliver the tailored training, Compita provides intensive 'train the trainer' workshops in order to transfer the knowledge and capability to deliver the material into the client organisation for ongoing and future needs.

Coaching, where support is given to an individual or small group trying to achieve a particular goal, and mentoring, which tends to be more informal can also be highly effective for making change happen in your business.

In-house training will keep the procurement department happy, too. If you have 3 or more employees requiring the same training, then in-house training could be right for your organisation. Not only does it cost less per day than public training, but it will minimise or even eliminate travel and accommodation costs. You will pay the instructor's expenses to come to you, rather than for all your delegates to travel.

No matter what your training needs, Compita have expertise on hand to help make it happen. Contact us on 01506 472888 or email training@compita.com today!