The Manager's Role and Responsibility

For Staff Training and Development

Before Training

- Help staff identify their competency gaps and training needs
- Help create, and support, staff IDP's (Individual Development Plan)
- Reinforce and commit to staff development actions
    - Hold staff accountable for fulfilling their IDP
    - Hold staff accountable for attending training registered for

During Training

- Provide the necessary time to attend and complete training
- Do not interrupt or pull staff when in training

After the Training

- Show interest in, and ask about, what they learned and how they plan on applying the learning
- Encourage and reinforce new behaviors
- Complete and return follow-up training evaluation surveys
- Recognize effective new knowledge and/or behaviors on PMDP