

## FIVE FANTASTIC WAYS TO FOLLOW UP ON TRAINING

1. Ask each attendee to email you a brief summary of the two most important points they took away from the training. Gather the feedback together and post the responses in a central location. Take the list down after two weeks.

Let a few weeks go by and then mail or email the responses to the group, along with any additional feedback that has occurred in the meantime. This will give you an opportunity to reinforce what was learned a second time.

2. When appropriate, post statistics related to the training after it occurs. For instance, if your training was on reducing customer call complaints, report complaint statistics at set intervals so attendees can see their progress.
3. Send out a quiz related to the training's content several weeks after the initial session. Post the responses and award a prize for the "best" answers. The quiz can be either multiple choice or free answer. For instance, if the program was about time management, you might have attendees submit the longest list they can about ways to conquer procrastination.
4. A week after the training, ask attendees what new skill or technique they have tried based on the materials covered in the program. When appropriate, post the anecdotes in a public place or mass email. Be sure to solicit feedback as to what worked well, what didn't go as smoothly, and what additional training is needed.
5. At the close of the training, ask each attendee to commit to trying 1-3 new skills from the program. Ask them to write them down, and let them know that the group will get back together to follow up and discuss techniques tried. Next, schedule a follow-up session. You may want to facilitate this meeting yourself or bring back the program's trainer.

**Be an active partner in the training process. Remember, people gain new skills when they see others doing the same, when they see value in those skills, and when motivated with incentives to do so.**