

Integrating Front-Line Supervisor Accountability for Learning and Development on Business Initiatives

1. Identify target (ideal) behaviors

- ▶ Establish a standard of “what a good job looks like”
- ▶ Incorporate target behaviors into training design

2. Develop training, support tools, and resources for supervisors

- ▶ Integrate the coaching process with target behaviors
- ▶ Deliver training and tools to coach to the target behaviors

3. Involve the business in the classroom

- ▶ Identify key advocates
- ▶ Raise credibility by using advocates in the classroom

4. Reinforce supervisor learning through post-training activity

- ▶ Support post-training “reaction” and further education
- ▶ Practice coaching to various situations

Note: Tasks above the line indicate what is accomplished PRIOR to training employees

5. Measure results of the coaching and learning efforts

- ▶ Track and monitor changes in behavior
- ▶ Make adjustments to coaching or training based on developmental progress