

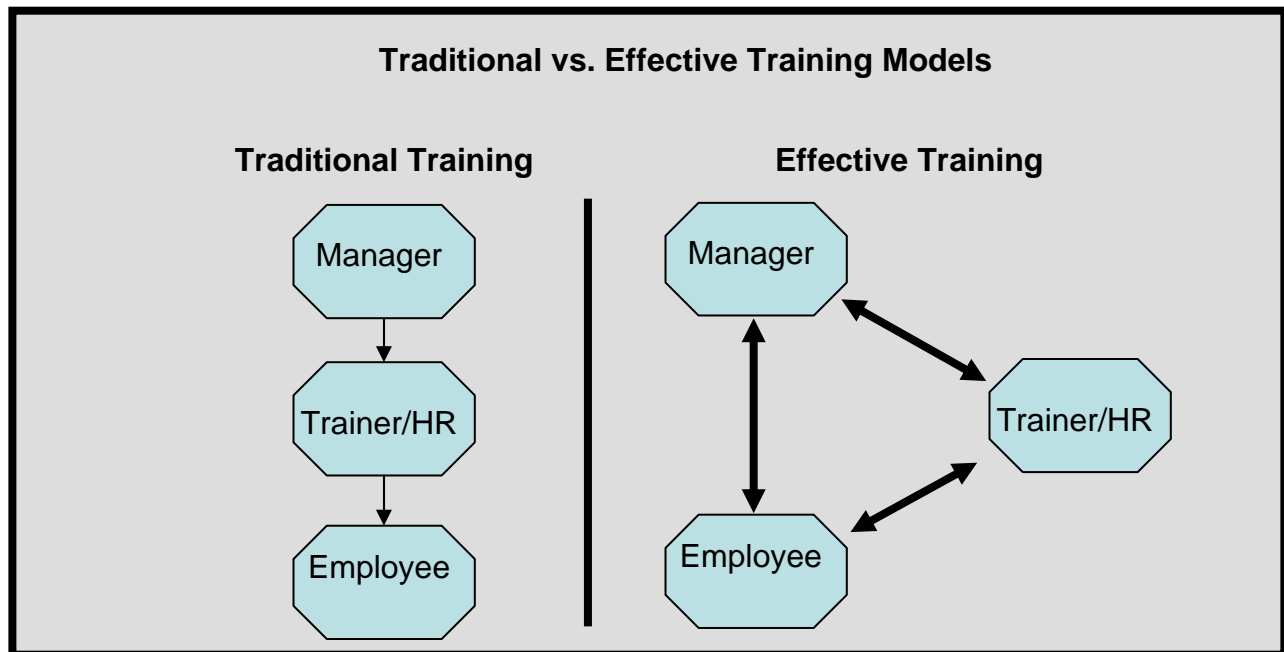
Training Follow-up: The Key to Success

Training is becoming increasingly important in our organizations. A 2006 study by the American Society for Training and Development found that 96% of companies are experiencing a gap between the skills their workers have and the skills their workers need to be successful. Unfortunately, even the best training classes often fail to create meaningful changes in workplace behavior and performance.

This session shows training, organizational development, and human resources professionals how to make training programs succeed. The key is creating an effective training model that creates a learning partnership with employees and their managers.

In this keynote presentation, Jeff Toister introduces participants to three simple methods to ensure a training program achieves the desired results.

- Measuring the impact of training programs
- Facilitating continued learning after the training class is over
- Helping managers reinforce the lessons their employees' learned in training



Jeff Toister, CPLP, PHR

Jeff and his company, Toister Performance Solutions, help clients improve customer service and employee performance. He earned in Professional in Human Resources (PHR) certification from the Human Resources Certification Institute in 2004. In 2006, Jeff earned his Certified Professional in Learning & Performance (CPLP) credential from the American Society for Training and Development. He is currently serving on the Board of Directors for ASTD's San Diego chapter.

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