**Post-Training Conversation (Manager’s Guide)**

The following talking points are intended for use during a meeting with participants after they have attended a training course. The purpose of this conversation is to discuss the training that the employee just attended, what they learned, how they will use their new knowledge/skills, and the action plans they set. The manager and employee have the choice of working from an Action Plan set during the training, leveraging an existing plan, or developing a new plan. The end result of this conversation should be that the employee has specific and documented actions they will take related to applying what they learned back on-the-job.

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| **Post-Training Conversation:** Conduct meeting within 1 week of the completed training course. |
| **Purpose of the Discussion** | Talk about the importance of this meeting as a follow up to the class. *“The purpose of this meeting is to review what you’ve learned and ensure application. This is an opportunity to create a plan together to apply the learning on-the-job.”*Stress the importance of practicing and applying the new key learning concepts.  |
| **Course Action Plan Discussion** | Facilitate a discussion around the following questions: *What were your key learnings? Which is most valuable to your job?**What are typical situations you are facing every day that you will handle differently based on your learnings?**What will your team notice is different about you?**How will you, your team, and our organization benefit?* *What Action Plans did you create during the program?**Based on what you learned, what are you going to stop, start or do differently?**What additional development or actions will help you strengthen these skills?*As the manager, provide input and feedback throughout the discussion.  |
| **Implementation of Action Plan Discussion** | Facilitate a discussion about the implementation of the Action Plan. *How will you implement the Action Plan?* *What obstacles do you foresee?* *How will you know you are successful?* *What do you need from me to be successful?**What is your timeline to complete your Action Plan?*Talk through any obstacles that exist and work together to resolve. Ensure a completion timeline to is agreed upon and be sure to follow up.  |
| **Continue to Set Expectations** | Restate your commitment to training and development. Reconfirm your belief in the employee’s capabilities and state that this training is an opportunity to continue to develop those capabilities. Thank the employee for making the training and post-meeting a priority. Schedule a 30-minute meeting to review their progress. Be sure to discuss progress made on the Action Plan in every upcoming meeting with the employee. |