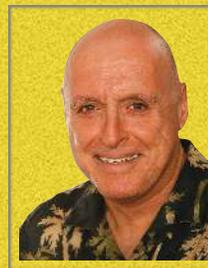


# THE EXTRA POINT

BY JERRY ROBERTS



## # 302 Use What You Learn

Statement: there is a difference between consuming wisdom and applying wisdom. Does that make sense? I'm Jerry Roberts and today, a bit of a training rant, on The Extra Point.

In my 25 years of training in Guam, I have found there are far more organizations whose workers do the consuming of training, than there are those who apply what they've learned. You might ask, "So whose fault is that?" Stay with me, we're going to get to that.

I caught a post on a training forum many years ago that really gets to the heart of the issue. The trainer got a call from the CEO of a company he had worked for a couple of months prior, training their managers in supervisory skills. The man was concerned about the effectiveness of the training. He had not attended the course but Bill had given him all the materials so he'd know what was covered.

Bill set up an appointment with the CEO and his first question was "How did your followup go after the course was over?" The man smiled and said he hadn't done the followup. Things got too busy, he said.

This was a company that had a lot of technicians and those techs required multiple certifications. Bill asked the CEO if he did followups on people who attended the expensive training to get the certifications. The CEO answered that he always did that. He was a technical guy himself and the followup was no problem for him. In fact, with his own experience, he knew if people were using their training. Then, he admitted that he didn't have a great background in leadership and management training, and didn't feel comfortable asking employees about those issues.

Can I share something with you? Very few senior managers have attended the trainings I've either conducted or produced for other trainers in the last 25 years. I applaud those who have, and my feeling is those followups will go a lot better

if the manager goes through the course. Besides that, a shared learning experience is a cool thing. So, part one of this is that managers absolutely must follow up on training if you expect to get maximum return on your investment.

Part two is for every attendee. Your employer is investing in you and the hope that you've got a future with the organization. They put in the money and you put in your investment, your time. Not just the hours spent in the course itself, but also the time to practice what you've been trained on. And you need to practice.

The world's best athletes practice their skills over and over, drilling on the instructions they get from their coaches. Why? So they can deliver results on demand. They've succeeded so many times in practice that when the game or event is on the line, it's second nature to them. My question is this: why do some workers think they can attend training but never make the real effort to practice what they've learned?

Here's the only way to think about it:

1. My boss is spending money on me to make me better. I'm going to honor that investment.
2. I will start applying what I learn immediately and will work with my boss to maximize the benefits of the training.
3. When possible, I'll share what I learn with other workers, and even my kids or other family members, so they can improve, too.

Be accountable for results. Everybody is a winner in training when we see things the right way.

That's The Extra Point. Get out there and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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For information on training and consulting services from Jerry Roberts, please click this link: [guamtraining.com](http://guamtraining.com)

