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Water and sanitation facilities will only be sustainable if there are enough competent people to plan, construct, operate, maintain and manage them. Training is a critical factor; this Technical Brief looks at key elements in its effective provision.

What is training?

Training is a process of providing people with the knowledge, skills and attitudes they need to perform their jobs effectively. It is a continuous process that should be integrated into the organization's overall strategy. Training can be formal or informal, and it can be provided by a variety of people, including managers, colleagues, and external trainers.

The training process

The training process is a systematic approach to identifying the training needs of an organization and providing the necessary training to meet those needs. It involves several key steps, including: identifying the training needs, designing the training program, implementing the training program, and evaluating the training program's effectiveness.

The individual

- The individual's learning style, motivation, and prior knowledge are important factors in determining the effectiveness of training.

The organization

- The organization's culture, structure, and resources can influence the effectiveness of training.
- The organization's training needs should be identified and addressed in a systematic and ongoing manner.
- The organization should provide a supportive environment for training, including access to resources and encouragement from management.

The trainers

- Trainers should have the necessary knowledge, skills, and attitudes to deliver training effectively. They should be trained themselves and have access to ongoing professional development opportunities.
- Trainers should be able to assess the training needs of the organization and design training programs that meet those needs.
- Trainers should be able to deliver training in a variety of formats and settings, and they should be able to evaluate the effectiveness of their training.

Training is not an isolated activity

- Training should be integrated into the organization's overall strategy and should be seen as a key component of its human resource management system.
- Training should be ongoing and should be provided to all employees, not just those in specific roles.
- Training should be evaluated regularly to ensure that it is meeting the organization's needs and is providing the desired results.



On-the-job training

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Further reading

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