

Are You Worth More Than 6 - 12 Minutes of Training Every Six Months?

by John Tschohl

The U.S. Bureau of Labor statistics found that companies with fewer than 100 employees gave only 12 minutes of manager training every six months. Organizations with 100-500 employees provided just 6 minutes.

And if this holds true for managers, how much training do front line employees get?

I have always recommended that organizations train and retrain all employees to carry out their roles to the highest standards, and deliver high quality services to customer. Customer Service is the bedrock of all companies whether they believe it or not. So it only makes sense to constantly train and raise the standards of employees.

Why Invest in Continuous Employee Training and Development?

Benefits of conducting these programs are far greater and long-lasting. Let's take a look:

- **Takes care of weak links**

Helps to reduce weak links and ensure the same mistakes are not repeated.

- **Increases employee satisfaction**

Shows employees that they are valued. They will know that the training they do can take them into other positions within the organization - positions with better growth opportunities and/or better pay.

- **Boosts employee performance**

Continuous training empowers employees. Gives them confidence and keeps them up to date on new developments. This confidence pushes them to perform better.

- **Training on your time**

Because employees are being trained on your time, they see that you value them enough to invest in them.

- **Stay ahead of the competition**

Make sure your staff is constantly advancing and you will continue to move forward and be more competitive in the marketplace. One way businesses stay at the top

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of their game, i.e. Apple, Amazon, Metro Bank, etc. is by continuing to invest in their greatest asset – employees. From mentorship programs and live seminars to classes and in-field training, there is no shortage of ways to engage your employees. Whether a company's training takes place on-site or online, the benefits are great.

“Ongoing Customer Service training is important not just to employee development, but it also affects the success of your business”

John Tschohl



John Tschohl is a professional speaker, trainer, and consultant. He is the President and founder of Service

Quality Institute (the global leader in customer service) with operations in over 40 countries. John is a self-made millionaire traveling and speaking more than 50 times each year. He is considered to be one of the foremost authorities on service strategy, success, empowerment and customer service in the world. John's monthly strategic newsletter is available online at no charge. Visit his website at: www.customer-service.com.

Thought For The Month

Life isn't about finding yourself.
Life is about creating yourself.

– George Bernard Shaw

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