

Formalizing Informal Training

To get the most out of on-the-job training, make it **IDEAL**:

- **I**dentify the performance standard.
- **D**emonstrate the standard.
- **E**mployee demonstrates the standard.
- **A**adjust for any skill deficiencies.
- **L**avish praise on the employee for meeting the standard.

Note that successful application of the model and delivery of the training requires that:

- A performance standard has been defined and documented.
- The employee conducting the training has mastered the process to the standard.
- The trainer has the necessary skills to communicate the standard clearly; explain how to perform the task in discrete steps; and provide meaningful feedback and reinforcement to the learner.

Informal training is most effective when:

- Only one or two employees need to be trained.
- Concepts to be taught are very simple (e.g. how to answer the phone) or require a significant demonstration component.