

Make Training Stick

Training does more than teach new skills. It asks learners to change their current behavior and break old, bad habits. For any type of training to be *effective* in the long term, it must:

- Explain why the new behaviors are better.
- Model the new behaviors so the employee understands exactly how the skill is used.
- Reinforce the new skills until they become habits, replacing older behaviors.

It can take as long as a year to change habits. To make training stick, ongoing reinforcement and measurement are critical.