

Strategy #2 : Understanding Job Requirements

Workplace training is linked to employee satisfaction and increases employee retention.

Performance and Productivity

A company's bottom line depends on productivity. If there are concerns about an employee's performance and productivity, the employer should not hesitate to act.

Workplace Issue: **The output of some employees is not meeting targets, and non-compliance is widespread.**

If problems occur: **Confirm that each employee understands his/her job.**

The employer or supervisor should:



1. **Ensure that the employee understands the job requirements.** Specific goals and performance targets should be clear and documented.

Tip for success: Checklists and visual performance aids will facilitate the employee's understanding of job targets.



2. **Confirm that standards are clearly communicated to the employee.** Company or department production targets should be clearly stated.

Tip for success: Visual aids for quality standards will increase performance awareness.



3. **Determine whether accommodations are necessary.** The employee's situation may have changed.

Tip for success: Ask the employee to determine whether his or her work conditions are adequate or whether a change in the work environment is causing hardship.



4. **Review workers' training.** All training should be documented and periodically reassessed to ensure skills maintenance.

Tip for success: A training matrix or training plans for each position will boost workers' motivation to increase their skills.

Schmidt, S., The Relationship Between Satisfaction with Workplace Training and Overall Job Satisfaction. Human Resource Development Quarterly, vol. 18, no. 4, Winter 2007 © Wiley Periodicals, Inc. Published online in Wiley InterScience (www.interscience.wiley.com).

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