Post training coaching template for managers

Dear {Manager},

{Employee} on your team just finished {course(s)} in the Autodesk Customer Success hub. Sending someone to training is not always a guaranty that they will learn what they need to do the job better. In fact, training professionals often joke that “You can lead a horse to water, but you can’t make them drink.” Making sure employees implement what they learned is the best way to get a return on your training investment. The truth is, you can make them drink if you provide them with enough salt to make them thirsty. How thirsty are you making your team?

The following questions are meant to help you have a conversation with your team around the training they completed. If they know that you are going to ask them about it, they are more likely to pay better attention and be more active learners. Select your favorite questions from below to start a conversation

* Have you had a chance to complete the training I assigned to you? Or I see that you completed the training that I assigned to you….
* Do you feel that your knowledge or skills have improved from taking the training?
* Did you have any aha moments during the course(s)?
* Do you feel prepared to use the knowledge you gained on your projects?
* What part of the job are you able to do faster now that you have taken the training?
* Were there any parts of the training that conflicted with our standards? If so, should we consider changing our standards or develop internal training that addresses the differences between our processes and the processes suggested by Autodesk?
* Is there anyone else on the team that might benefit from taking the same training?
* Was there anything missing from the training that we should consider adding to our training plan?