

FIVE REASONS TO EMPHASIZE TRAINING IN 2021

01 | Create a positive impact on service outcomes

68%

of human service organizations say staff training and development show a positive impact on service outcomes.

INVEST

Invest in course content that is evidence-based, accredited by professional, continuing education boards, and applies adult learning principles.

02 | Address KSAs that were de-prioritized during the pandemic

Ensure staff are up-to-date on the knowledge, skills, and abilities that might have been neglected at the beginning of the COVID-19 pandemic.

Advanced clinical skills, soft skills training, and on-the-job training were de-prioritized due to the COVID-19 pandemic.¹

04 | Quickly learn new skills to adapt to the times

Since the beginning of the pandemic

80%

of human service organizations had moderate-to-major increases in online learning.



Training topics prioritized during the pandemic included employee wellness, pandemic planning and response, and telehealth.¹

05 | Improve staff retention and engagement through training for career growth

70%

of human service organizations see staff development training as extremely important.

Of human service organizations using pre- or post-hire assessments, 62% used them as tools to develop critical KSAs.²

03 | Maintain compliance with new state and federal training requirements

57%

of human service organizations report their staff development and training program has a positive impact on maintaining compliance with external training requirements.

Mitigate your financial risk by ensuring that all staff are up-to-date on required training.

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REFERENCES

1. Jay, J. (2020). 2020 State of Training and Staff Development in Health and Human Services [Webinar]. <https://www.relias.com/resource/2020-state-of-training-staff-development-health-and-human-services>

2. Hess, J. (2018). Front-Line through C-Level: Using Assessments for Employee Development. <https://www.relias.com/resource/using-assessments-for-employee-development-idd>