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Water and sanitation facilities will only be sustainable if there are enough competent people to plan, construct, operate, maintain and manage them. Training is a critical factor; this Technical Brief looks at key elements in its effective provision.

## What is training?

Training is a process of providing people with the knowledge, skills and attitudes they need to perform their jobs effectively. It is a continuous process that should be integrated into the organization's overall strategy. Training can be formal or informal, and it can be provided by a variety of people, including managers, colleagues, and external trainers. The goal of training is to improve the performance of individuals and the organization as a whole.

## The training process

The training process is a systematic approach to identifying the training needs of an organization and providing the necessary training to meet those needs. It typically involves the following steps: 1. Identifying the training needs of the organization. 2. Designing the training program. 3. Implementing the training program. 4. Evaluating the training program. The training process is an ongoing activity that should be reviewed and updated regularly.

## The individual

- The individual's learning style, motivation, and prior knowledge are important factors in determining the effectiveness of training.

## The organization

- The organization's culture, structure, and resources are important factors in determining the effectiveness of training.
- The organization's training needs and goals are important factors in determining the effectiveness of training.
- The organization's training budget and resources are important factors in determining the effectiveness of training.

## The trainers

- Trainers should have the necessary knowledge, skills, and attitudes to deliver training effectively. They should also be able to motivate and engage their trainees. Trainers should be trained and supported by the organization. The organization should provide trainers with the necessary resources and support to deliver training effectively.

## Training is not an isolated activity

- Training should be integrated into the organization's overall strategy and culture. It should be a continuous process that is supported by all levels of the organization. Training should be evaluated and updated regularly to ensure it remains relevant and effective.







## On-the-job training

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### Further reading

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