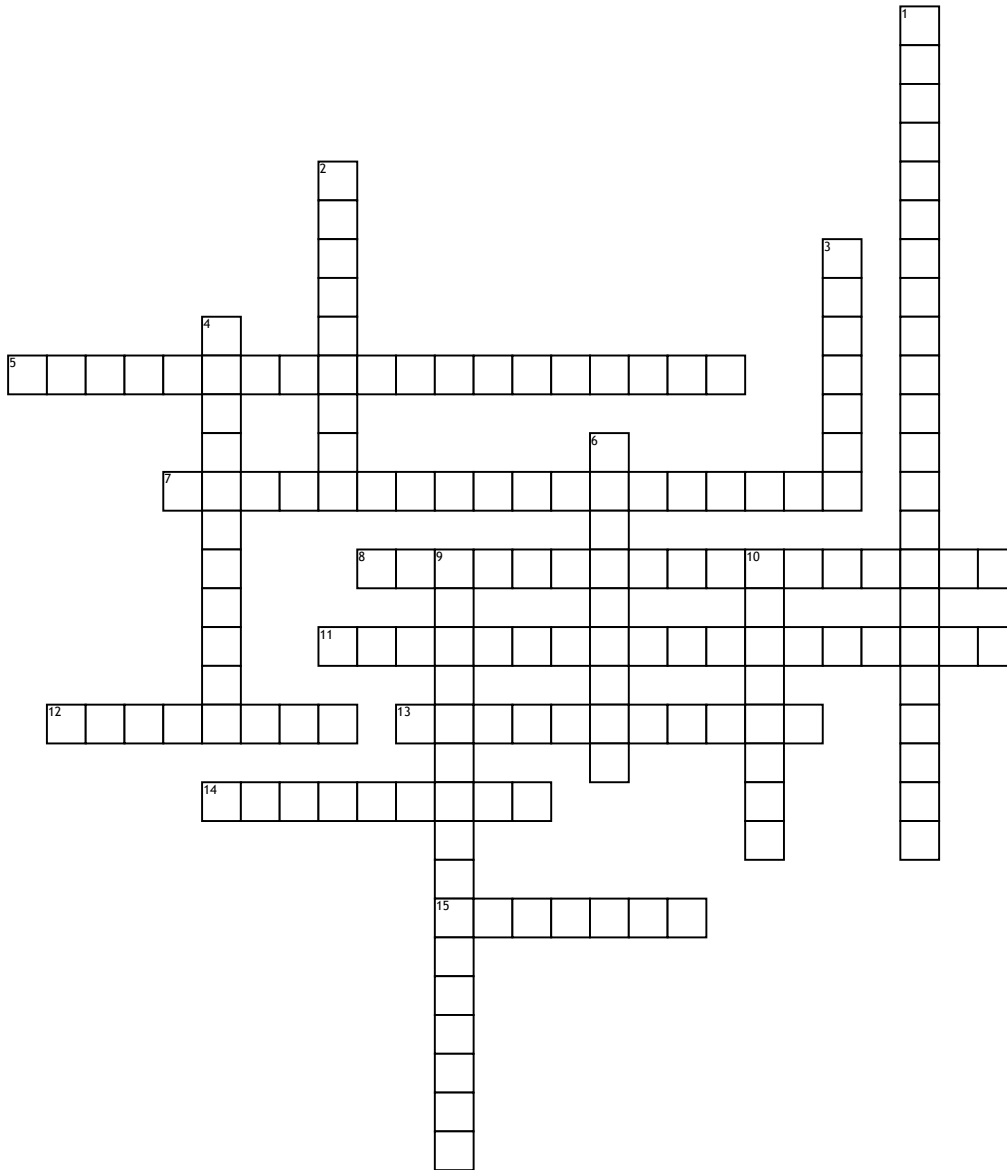


Chapter 6: Orientation, Training, and Developing Employees



Across

5. Training programs that combine practical, on-the-job experience with formal education.
7. Programs jointly sponsored by colleges, universities and other organizations that offer students the opportunity to gain real life experience
8. Training should be evaluated to determine its effectiveness.
11. Desired outcomes of a training program
12. He acquisition of skills, behaviours and abilities to perform current work
13. The acquisition of skills, behaviours, and abilities to perform future work or to solve an organizational problem.

14. A participant's reaction to a certain program is a straightforward way to evaluate training.

15. Managers and those responsible for training are under pressure to show that their programs produce "bottom line" results.

Down

1. Belief that the consequences of behavior determine if it will be repeated or discontinued.

2. Much of what is learned in training isn't used on the job, so managers look for the transfer of key principles and see if the employees behaviour has changed.

3. Experienced employees who provide advice and guidance to encourage and support less experienced workers.

4. Structured process for new employees to become familiar with the organization

6. Moving an employee into a job that is more complex, has increased responsibilities, and therefore typically provides increased compensation and status.

9. Method by which employees are given hands on experience with instructions from their manager or another trainer

10. Beyond what a participant thinks, it's a good idea to see if they learned anything, testing their knowledge and skills before training provides a good baseline.