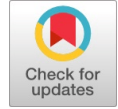


# Training and Development Programs: Vital in Augmenting Competencies and Abilities among Workforce

Radhika Kapur



**Abstract** Within different types of organizations, i.e. production, manufacturing and services, individuals are encouraged to get enrolled in training and development programs. The primary objective of these programs is to impart information among trainees in terms of various factors of the organizations. Furthermore, there needs to be recruitment of well-qualified and competent trainers. In addition, they are required to make use of appropriate training methods, which would be advantageous to the trainees on a comprehensive basis. In other words, they should be able to augment their information and learn via utilization of different types of training methods and materials. In order to carry out one's job duties well and achieve desired goals and objectives, it is vital for individuals to augment information in terms of departments, personnel, job duties, responsibilities, goals, objectives, mission, purpose, organizational structure and so forth. Hence, impartment of information is facilitated through training and development programs. Within the course of putting into operation their job duties as well, one needs to attend these programs in order to generate information in terms of modern, scientific and innovative methods and materials. Therefore, it is well-understood that up-gradation of training and development programs is vital in augmenting competencies and abilities among workforce. The main concepts that are taken into account in this research paper are, understanding the significance of training and development programs, measures to be implemented in leading to up-gradation of training and development programs and advantages of leading to up-gradation of training and development programs.

**Keywords:** Abilities, Competencies, Organizations, Trainees, Trainers, Training and Development Programs, Up-gradation

## I. INTRODUCTION

When the individuals get recruited and selected within organizations, there are certain job requirements, which are to be taken into account, i.e. educational qualifications, competencies, abilities, aptitude and work experience. Furthermore, they are required to get enrolled in training and development programs. The main objective of these programs is to augment information among employees in terms of different types of factors, i.e.

goals, objectives, mission, purpose, job duties, responsibilities, methodologies, procedures, techniques, approaches, departments, personnel, infrastructure, amenities, facilities, resources and overall working environmental conditions (Niazi, n.d.) [1]. The individuals in leadership positions are required to recruit well-qualified and experienced trainers. They are required to implement training methods in a manner, which are facilitating in augmenting knowledge, competencies and abilities among trainees. The trainees need to put emphasis on leading to up-gradation of listening skills. These are regarded as the key in obtaining answers to all types of questions and clarifying doubts in terms of various factors. Therefore, training and development programs are augmented through putting into operation training methods in an efficient manner.

The training and development programs are long-term or short-term. These may be for two days, one week, two weeks, one month, two months or six months. These can be organized within and outside the organizations and takes place in various forms. These are focused on setting up of tangible objectives for the employees and are part of the company policy. The organization of training and development programs enables the workforce to become more focused and motivated towards their work. As a consequence, their mind-sets get stimulated and they lead to an increase in concentration levels (Sharma, n.d.) [2]. The main reason being, acquisition of employment opportunities is regarded as one of the primary goals of individuals, belonging to all communities. Hence, when they are fortunate enough to get engaged in jobs, they need to augment information in terms of different types of subjects and concepts. Furthermore, one needs to be well-informed in terms of different factors of the organizations that are necessary in achievement of different types of goals and objectives. Therefore, it is understood on a comprehensive basis that training and development programs are facilitating in preparing individuals adequately towards putting into operation various types of job duties and responsibilities [3].

## A. Understanding the Significance of Training and Development Programs

When all the members, irrespective of their job positions in the hierarchy are wholeheartedly committed towards implementation of job duties in a well-organized manner, they need to up-grade their competencies and abilities.

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Throughout one's jobs, these need to be honed. Different competencies and abilities are, planning, organizing, controlling, co-ordinating, leading, negotiating, directing, emotional intelligence, systems thinking, putting in efforts to one's best abilities, possessing the abilities to work under stress, coping with different types of problems and challenging situations in a well-ordered manner and carrying out all tasks and activities in a satisfactory manner. The training and development programs are facilitating in leading to up-gradation of various types of competencies and abilities among individuals. The individuals need to ensure, these are utilized in a disciplined manner. In other words, these need to be made use of in putting into operation the job duties, achieving organizational goals and leading to up-gradation of overall structure of the organizations. Furthermore, expectations of leaders will be met. Therefore, one is able to acquire an understanding of the significance of training and development programs, when competencies and abilities are up-graded in an efficacious manner. With advancements taking place and with the advent of modernization and globalization, it is necessary for individuals, belonging to all fields to be well-informed in terms of different types of modern, scientific and innovative methods and materials. The utilization of these methods and materials would be facilitating in carrying out job duties in a less time-consuming and efficient manner. The different types of these methods and materials are, utilization of charts, graphs, maps, images, pictures, models, structures, designs, tools, devices, machinery, equipment, apparatus and various types of technologies. Within the course of putting into operation different types of tasks and activities, the individuals, belonging to all positions in the hierarchy need to be well-informed in terms of these methods and materials. Hence, they get enrolled in training and development programs. The trainers need to put into operation various types of training methods, which would be facilitating in augmenting competencies abilities and aptitude among trainees. Therefore, individuals acquire an efficient understanding of the significance of training and development programs, when different types of modern, scientific and innovative methods and materials are utilized adequately. Throughout the implementation of job duties, the individuals need to put emphasis on bringing about improvements in their job performance. The employees are regarded as the assets of the organizations. They are required to make use of their competencies, abilities and aptitude in doing well in their job duties, achieving organizational goals, leading to up-gradation of overall structure of the organizations and meeting the expectations of individuals in leadership positions. Within the course of time, changes take place within various aspects, i.e. job duties, responsibilities, methodologies, procedures and so forth, hence, it needs to be ensured, changes are approving on a comprehensive basis. The training and development programs are facilitating in preparing the individuals in a manner, which would be facilitating in carrying out different types of job duties efficiently. Through putting into operation effective communication processes with the trainers, trainees are able to augment information in terms of different types of subjects and concepts and clarify their doubts. Therefore, an understanding of the significance of training and development programs is acquired, when these are encouraging in bringing about improvements in job performance of the individuals.

### **B. Measures to be implemented in leading to Up-gradation of Training and Development Programs**

The organizations are of different types, i.e. educational institutions, training centres, financial institutions, services organizations, manufacturing and production organizations, agencies, non-government organizations and so forth. In all types of organizations, it is necessary to promote enhancement of training and development programs (Zareen, Razaq, & Mujtaba, 2013) [5]. Hence, the individuals in leadership positions, i.e. heads, directors, managers and so forth need to put emphasis on leading to up-gradation of these programs. One of the important aspects that needs to be taken into account is, these need to be facilitating in promoting well-being of workforce and leading to up-gradation of overall structure of the organizations. Hence, throughout the job duties of leaders, they are required to augment information in terms of different types of measures, which are facilitating in leading to up-gradation of these programs. One of the important aspects that needs to be taken into account is, all types of measures are put into operation in a positive manner. These are stated as follows:

### **C. Implementing Effective Communication Processes**

The trainers and trainees are required to develop mutual understanding with each other in order to generate desired outcomes. The implementation of effective communication processes are regarded as the key in forming cordial and amiable terms and relationships with each other. The individuals are required to put into operation communication processes in an effective manner in imparting information in terms of different types of subjects and concepts. These are regarded as the key in augmenting information in terms of different types of subjects and concepts, obtaining answers to all types of questions that are overwhelming and clarifying their doubts in terms of various factors. The individuals need to be well-informed in terms of communication ethics, i.e. making use of polite language and decent words, treating each other with respect and courtesy, making provision of factual information, depicting the traits of helpfulness and co-operation and possessing an approachable nature and an amiable attitude. Hence, in this manner, one will contribute efficiently in honing communication skills and interactive abilities. Therefore, implementing effective communication processes is regarded as one of the indispensable measures to be implemented in leading to up-gradation of training and development programs.

### **D. Recruiting Well-qualified and Experienced Trainers**

The trainers are vested with the authority and responsibility of imparting information among trainees in terms of various subjects and concepts. Hence, the processes of recruitment and selection of trainers are required to carry out in a well-organized and regimented manner. The different factors that need to be taken into account in the implementation of this process are, educational qualifications, competencies, abilities, aptitude and work experience.



One of the important aspects that needs to be taken into account is, trainers need to hone communication skills and possess an approachable nature and an amiable attitude.

The trainees are overwhelmed by different types of problems and challenging situations, in order to solve these, they are required to approach and communicate with the trainers. Hence, recruitment of well-qualified and experienced trainers will be facilitating in preparing the trainees in an adequate manner in terms of different areas and concepts. They need to listen to problems of trainees and provide useful solutions to these. Furthermore, trainees lead to up-gradation of motivation and concentration levels towards learning. Therefore, recruiting well-qualified and experienced trainers is one of the significant measures to be implemented in leading to up-gradation of training and development programs.

#### **E. Leading to Up-gradation of Training Methods**

The different types of training methods are utilized in various types of training and development programs. These are, lecture methods, case studies, simulation, teamwork, field-work, role playing, job rotation, vestibule training, and so forth. The trainers take into account number of factors, when they are putting into operation training methods. These factors are, goals, objectives, mission, purpose, job duties, responsibilities, methodologies, procedures, techniques, approaches, and so forth. The trainers need to ensure, the trainees are able to acquire an efficient understanding of all the concepts. Furthermore, they need to ensure, the trainees are able to obtain answers to all their questions and overcome setbacks.

The training methods need to be facilitating in leading to up-gradation of concentration and motivation levels among trainees towards learning. The trainers are required to make sure, trainees are not overwhelmed by any types of problems and challenging situations. Hence, one is able to hone confidence levels and overcome all types of setbacks. As a consequence, one will be able to make useful utilization of all types of training methods. Therefore, leading to up-gradation of training methods is an expedient measure to be implemented in leading to up-gradation of training and development programs.

#### **F. Augmenting Analytical and Critical-Thinking Skills**

The trainers are required to hone analytical and critical-thinking skills. The analytical skills are facilitating in conducting the analysis of the options and alternatives that are available. After the analysis is conducted, selection is made of the most suitable and worthwhile alternative or option. On the other hand, critical-thinking skills are facilitating in implementing rational, logical and methodological thinking. These skills are facilitating in making wise and productive decisions in terms of different factors. Hence, in order to carry out all types of job duties and responsibilities successfully, it is of utmost significance in leading to up-gradation of these skills.

Within the course of putting into operation different types of training methods, the trainers are required to put emphasis on leading to up-gradation of these skills. Furthermore, trainees are also to recognize the meaning and significance of these skills. In addition, these are essential in putting into

operation different types of tasks and activities in a well-ordered and regimented manner. Furthermore, one will render an important contribution in meeting the expectations of individuals in leadership positions. Therefore, augmenting analytical and critical-thinking skills is an eminent measure to be implemented in leading to up-gradation of training and development programs.

#### **G. Utilizing Pioneering Methods and Materials**

With advancements taking place and with the advent of modernization and globalization, it is necessary to make use of different types of pioneering methods and materials. The utilization of these methods would be facilitating in carrying out different types of tasks and activities in a well-ordered manner. The different types of these methods and materials are, utilization of charts, graphs, maps, pictures, images, models, designs, structures, tools, devices, machinery, equipment and various types of technologies. The utilization of these would be facilitating in carrying out all types of tasks and activities in a well-ordered manner.

The trainers are required to be well-informed in terms of different types of pioneering methods and materials. One needs to acquire an efficient understanding of the concepts. Furthermore, getting engaged in regular practice will be facilitating in augmenting information and understanding. The trainers need to ensure, the trainees are able to understand these methods and materials in an adequate manner. As a consequence, they will be able to render an important contribution in doing well in their job duties, achieving desired goals and meeting the expectations of individuals in leadership positions. Therefore, utilizing pioneering methods and materials is an expedient measure to be implemented in leading to up-gradation of training and development programs.

#### **H. Promoting Teamwork among Trainees**

The trainers are required to encourage the participation of trainees in different types of tasks and activities, which would be facilitating in promoting teamwork. The different types of tasks and activities are given to them, which would be facilitating in promoting teamwork. The teams are formed, comprising of two or more members. The teamwork has proven to be advantageous to the trainees on a comprehensive basis. The different types of advantages are, promoting mutual understanding among all the members; alleviating work pressure, as job duties get divided among them; leading to up-gradation of concentration and motivation levels among members towards job duties; providing solutions to various problems, as one is able to obtain support and assistance from other members and one is able to generate information in terms of one's cultures and traditions. In this manner, one is able to form cordial and amiable terms and relationships with each other. After the completion of training programs, the employers and supervisors impart information in terms of different types of tasks and activities, which they are required to put into operation within teams, comprising of two or more members.



Hence, it is understood on a comprehensive basis in all types of organizations that when individuals are working in teams, they have support available from others in carrying out all types of tasks and activities in a well-ordered manner. Therefore, promoting teamwork among trainees is a renowned measure to be implemented in leading to up-gradation of training and development programs.

### II. IMPROVING HUMAN RELATIONS

In all types of organizations, in order to achieve organizational goals, carry out job duties in a satisfactory manner and meet the expectations of other individuals in leadership positions, it is necessary to bring about improvements in human relations. These are regarded as the key in leading to up-gradation of overall structure of the organizations. Hence, when individuals are wholeheartedly committed towards the task of bringing about improvements in human relations, they are required to be well-equipped in terms of communication processes. Furthermore, one needs to be well-informed in terms of communication ethics, i.e. making use of polite language and decent words, treating each other with respect and courtesy, making provision of factual information, depicting the traits of helpfulness and co-operation and possessing an approachable nature and an amiable attitude. Hence, in this manner, one will contribute efficiently in honing communication skills and interactive abilities.

One of the important aspects that needs to be taken into account is, in some cases, there are occurrences of conflicting situations in terms of various factors, in cases of such situations, it is necessary to be well-informed in terms of peaceful conflict resolution methods. These are regarded as the key in forming peaceful terms and relationships with other members. Therefore, improving human relations is a vital measure to be implemented in leading to up-gradation of training and development programs.

#### A. Augmenting Traits of Morality, Ethics, Diligence and Conscientiousness

When the individuals are getting engaged in employment opportunities, they are adults. They are aware of appropriate and inappropriate factors. Furthermore, they need to not only possess adequate information in terms of job duties and methodologies, but are required to augment the traits of morality, ethics, diligence and conscientiousness. These are regarded as vital in putting into practice all types of methodologies and procedures in a well-organized and disciplined manner. One of the major advantages is, individuals will be able to cope with different types of dilemmas and challenging situations in an adequate manner. Furthermore, individuals will render an important contribution in doing well in their jobs, achieving desired goals and leading to up-gradation of overall structure of the organizations. Throughout the job duties of the individuals, irrespective of their job positions in the hierarchy, they need to acknowledge the meaning and significance of these traits. Furthermore, one will acquire appreciation and reverence from other members as well. In addition, one will contribute efficiently in achievement of desired career goals. Hence, it is understood on a comprehensive basis that these traits are the key in leading to progression of members as well as

overall structure of the organizations. Therefore, augmenting traits of morality, ethics, diligence and conscientiousness is a crucial measure to be implemented in leading to up-gradation of training and development programs.

### III. MANAGING RESOURCES

In all types of organizations, it is necessary for individuals to manage resources. The different types of resources that need to be managed are, financial, human, technical, material and information resources. The financial resources are the monetary resources. These are the key in making purchases of various items, bringing about changes in various factors, and fulfilling all types of needs and requirements. Human resources are the personnel. They are required to make use of their educational qualifications, skills and abilities in an adequate manner. Technical resources are various types of technologies, i.e. computers, lap-tops, I pads, scanners, printers, photo-copiers, projectors, audio-visuals aids and so forth. The material resources are, tools, devices, machinery, apparatus and equipment. Information resources are, books, articles, reports, projects, newspapers, magazines, other reading materials and internet.

The utilization of all types of resources are essential in putting into practice different types of training methods in an adequate manner. The trainers need to convey the information to the trainees that these need to be managed in a satisfactory manner. Furthermore, wastage should be prevented. Hence, within training and development programs, trainees are able to augment information in terms of ways of managing resources in an appropriate manner. In addition, different types of training methods will be implemented in a satisfactory manner. Therefore, managing resources is a favourable measure to be implemented in leading to up-gradation of training and development programs.

#### A. Making provision of Infrastructure, Amenities and Facilities

In order to promote enhancement of training and development programs, it is necessary to promote enhancement of infrastructure, amenities and facilities. These are referred to power supplies, water supplies, clean drinking water, restrooms, heating and cooling equipment in accordance to the weather conditions, furniture, communication networks, transportation facilities, ramps, elevators, parks, playgrounds, buildings and overall environmental conditions. The trainers convey information among trainees in terms of availability of different types of infrastructure, amenities and facilities. Furthermore, they are required to manage financial resources in a satisfactory manner. In addition, hiring well-trained service providers will be facilitating in carrying out all types of tasks and activities in an adequate manner. As a consequence of leading to up-gradation of infrastructure, amenities and facilities, the individuals will contribute efficiently in leading to up-gradation of concentration and motivation levels towards putting into operation different types of tasks and activities.



Hence, individuals will carry out their job duties in accordance to the expectations of individuals in leadership positions. The management of financial resources and recruitment of well-qualified and competent trainers will be facilitating in managing all types of infrastructure, amenities and facilities in a satisfactory manner. Therefore, making provision of infrastructure, amenities and facilities is an advantageous measure to be implemented in leading to up-gradation of training and development programs.

#### **B. Advantages of Leading to Up-gradation of Training and Development Programs**

Within all types of organizations, the organization of training and development programs enables the workforce to become more focused and motivated towards their work. As a consequence, their mind-sets get stimulated and they lead to an increase in concentration and motivation levels. The main reason being, acquisition of employment opportunities is regarded as one of the primary goals of individuals, belonging to all communities (Training and Development, n.d.). Hence, when they are fortunate enough to get engaged in jobs, they need to augment information in terms of different types of subjects and concepts. Furthermore, they will have to implement measures, which are necessary in leading to up-gradation of these programs. The individuals in leadership positions and other members are more motivated towards leading to up-gradation of these programs, when they are well-aware in terms of advantages. These are, preparing the workforce in a well-organized manner; augmenting competencies and abilities among workforce; bringing about improvements in job performance of workforce; leading to up-gradation of personality traits of workforce and leading to up-gradation of overall structure of the organizations. These are stated as follows:

#### **C. Preparing the Workforce in a Well-organized Manner**

It is apparently understood that members, belonging to all positions in the hierarchy of the organizations are required to be well-prepared throughout their jobs. Hence, they are required to augment information in terms of job duties and methodologies to carry these out in a well-organized manner. The organization of training and development programs enables the workforce to become more focused and motivated towards their work. As a consequence, their mind-sets get stimulated and they lead to an increase in concentration levels. The main reason being, acquisition of employment opportunities is regarded as one of the primary goals of individuals, belonging to all communities. Hence, when they are fortunate enough to get engaged in jobs, they need to augment information in terms of different types of subjects and concepts. Furthermore, one needs to be well-informed in terms of different factors of the organizations that are necessary in achievement of different types of goals and objectives. Therefore, preparing the workforce in a well-organized manner is regarded as one of the indispensable advantages of leading to up-gradation of training and development programs.

#### **D. Augmenting Competencies and Abilities among Workforce**

When all the members, irrespective of their job positions in the hierarchy are wholeheartedly committed towards

implementation of job duties in a well-organized manner, they need to up-grade their competencies and abilities. Throughout one's jobs, these need to be honed. Different competencies and abilities are, planning, organizing, controlling, co-ordinating, leading, negotiating, directing, emotional intelligence, systems thinking, putting in efforts to one's best abilities, possessing the abilities to work under stress, coping with different types of problems and challenging situations in a well-ordered manner and carrying out all tasks and activities in a satisfactory manner. The training and development programs are facilitating in leading to up-gradation of various types of competencies and abilities among individuals. The individuals need to ensure, these are utilized in a disciplined manner. In other words, these need to be made use of in putting into operation the job duties, achieving organizational goals and leading to up-gradation of overall structure of the organizations. Furthermore, expectations of leaders will be met. Therefore, augmenting competencies and abilities among workforce is one of the significant advantages of leading to up-gradation of training and development programs.

#### **E. Bringing about Improvements in Job Performance of Workforce**

Throughout the implementation of job duties, the individuals need to put emphasis on bringing about improvements in their job performance. The employees are regarded as the assets of the organizations. They are required to make use of their competencies, abilities and aptitude in doing well in their job duties, achieving organizational goals, leading to up-gradation of overall structure of the organizations and meeting the expectations of individuals in leadership positions. Within the course of time, changes take place within various aspects, i.e. job duties, responsibilities, methodologies, procedures and so forth, hence, it needs to be ensured, changes are approving on a comprehensive basis. The training and development programs are facilitating in preparing the individuals in a manner, which would be facilitating in carrying out different types of job duties efficiently. Through putting into operation effective communication processes with the trainers, trainees are able to augment information in terms of different types of subjects and concepts and clarify their doubts. Therefore, bringing about improvements in job performance of workforce is an expedient advantage of leading to up-gradation of training and development programs.

#### **F. Leading to Up-gradation of Personality Traits of Workforce**

The workforce needs to put emphasis on leading to up-gradation of personality traits. Within the course of pursuance of training and development programs, the trainers impart information in terms of all the factors that are facilitating in leading to up-gradation of overall personality traits of the workforce. In other words, when they learn, augment information in terms of different factors, they need to put emphasis on promoting enhancement of overall personality traits.

## Training and Development Programs: Vital in Augmenting Competencies and Abilities among Workforce

The trainees need to ensure, they put emphasis on leading to up-gradation of listening skills. These are the skills, which are facilitating in obtaining answers to all types of questions and honing confidence levels. The trainers need to ensure, the trainees are able to understand these methods and materials in an adequate manner. As a consequence, they will be able to render an important contribution in doing well in their job duties, achieving desired goals and meeting the expectations of individuals in leadership positions. As a consequence, individuals will contribute efficiently in incurring the feeling of job satisfaction. Furthermore, positivity will be reinforced in one's personality traits (Workplace Health Promotion, 2015) [4]. Therefore, leading to up-gradation of personality traits of workforce is an eminent advantage of leading to up-gradation of training and development programs.

### G. Leading to Up-gradation of overall Structure of the Organizations

Leading to up-gradation of overall structure of the organizations is regarded as one of the primary goals of individuals, belonging to all positions in the hierarchy of the organizations. In order to achieve this goal, individuals need to be well-informed in terms of different types of methodologies and factors, i.e. being well-informed in terms of job duties and responsibilities; being well-informed in terms of different types of methodologies and procedures; augmenting analytical and critical-thinking skills; making wise and productive decisions in terms of various factors; utilizing various types of pioneering methods and materials; promoting teamwork among employees; improving human relations; augmenting traits of morality, ethics, diligence and conscientiousness; managing financial, human, technical, material and information resources; making provision of infrastructure, amenities and facilities and promoting enhancement of overall structure of the organizations. The individuals generate information in terms of all these factors within training and development programs. Therefore, leading to up-gradation of overall structure of the organizations is a renowned advantage of leading to up-gradation of training and development programs.

## IV. CONCLUSION

Training and development programs are essential in augmenting information among employees regarding various subjects and factors. Measures to be implemented in leading to up-gradation of training and development programs are, implementing effective communication processes, recruiting well-qualified and experienced trainers, leading to up-gradation of training methods, augmenting analytical and critical-thinking skills, utilizing pioneering methods and materials, promoting teamwork among trainees, improving human relations, augmenting traits of morality, ethics, diligence and conscientiousness, managing resources and making provision of infrastructure, amenities and facilities. Advantages of leading to up-gradation of training and development programs are, preparing the workforce in a well-organized manner; augmenting competencies and abilities among workforce; bringing about improvements in job performance of workforce; leading to up-gradation of personality traits of workforce and leading to up-gradation of overall structure of the organizations. Finally, it can be stated,

training and development programs are facilitating in augmenting information among human resources.

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