

# Post Course Clinic



## Maximising return on investment in technology based training programs.

What is the first thing that people do when they leave a training course? They start to forget what they have learned. Even the very best training can be rendered worthless if the information put across during the course is not retained. Research suggests that as much as 50% of the acquired knowledge can be lost within a few weeks of the training event if there is no opportunity to use it.

In order to get the best value from any investment in training, it is important that the skills and knowledge learned during the training are applied and practiced in the workplace as soon and as often as possible. The Post Course Clinic is designed to assist in the transfer of skills and knowledge into practice.



### Clinic Structure

The clinic takes place at the client's site. It is important to be as close as possible to the working environment for which the training had been planned. Clinics follow a structured approach to maximise the value of the process for both employee and employer.

#### Initial Consultation:

A meeting with the person who organised the original training provides initial feedback on the course and attendees. It provides an opportunity to discuss reactions and feedback from the course participants.

#### Certificate Presentations:

City & Guilds or other certificates are presented as appropriate. It is often forgotten that it is not only the employer who makes an investment in training. The attendees invest their own effort and time. Recognition of such effort can help enhance the learning process for the individual resulting in greater commitment and motivation to fully utilise the training experience.

#### Open Surgery:

Course participants are able to visit the specialist trainer to discuss any issues or difficulties that may have arisen when transferring the training to their own working environment. Using material from the training the trainer provides specialist coaching advice to assist understanding in relation to the client's own applications.

#### House Calls:

The specialist trainer is available to visit course attendees in their workplace. This enables the trainees to discuss and show specific applications or situations that continue to provide a challenge. This 'on the job' coaching provides a rich source of learning as it focuses on individual needs in the real world.

### Didactic Courses

A perfect blend of theory and practice

For course availability contact Festo direct on 01604 667584 or your local Premier Stockist.

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**Health Check (optional):**  
During the contact with course participants, the trainer will introduce questions which form part of a structured survey. This will allow the opinions of the training personnel, coaching support and related operational challenges to be collated in order to assist the client in determining the direction of ongoing development programs in alignment with business objectives.

**Follow up consultation:**  
A closing meeting with the responsible manager will confirm support provided, discuss feedback received on the day, pass on any observations and make recommendations, where appropriate, on how the development process may be continued.



## Target Group

Generally, the clinic format is most effective in situations where 4 or more people from the client have attended the same training. Tailored coaching services are available for smaller groups or individuals.

## Timescale

For a clinic to deliver full value it is very important that it is carried out within 5 weeks of attending the related training course.

## Duration

Clinics are offered in either full or half day format, depending upon the number of individuals to be supported and the needs of the client. A program of linked clinics can also be arranged to provide longer term coaching support if so required.

## Outcomes

Clinics will:

- Provide feedback to the client on the effectiveness of training
- Assist in the implementation of training processes and procedures
- Build awareness of individual attendees' skills and knowledge
- Identify and help address personal support required to transfer training into practice
- Accelerate and increase the transfer of acquired knowledge and skills into practice
- Guide the client on how best to continue development programs in support of business goals

## Ordering information

Post Course clinic:

- half day clinic – 12147690
- full day clinic – 12193073
- personal coaching day – 12147687

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