

Assignment 4: HR Training Class

Imagine that you are a member of the HR department of a small retail company and upper management has asked you to create a new employee customer service training class for all new employees.

Write a **six to seven (6-7) pages paper in which you:**

1. Justify the use of a needs assessment of your company's proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.
2. Develop a customer service training implementation plan and determine the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).
3. Justify why you selected the training method that you did.
4. Propose two (2) ways to motivate an employee who has no interest in attending a training class.
5. Develop a survey to collect feedback from the employees who attend the training.
6. Use at least three (3) quality academic resources in this assignment. Note: Wikipedia and other Websites do not qualify as academic resources.

Your assignment must follow these formatting requirements:

- Be typed, double spaced, using Times New Roman font (size 12), with one-inch margins on all sides; citations and **references must follow APA** or school-specific format. Check with your professor for any additional instructions.
- Include a cover page containing the title of the assignment, the student's name, the professor's name, the course title, and the date. The cover page and the reference page are not included in the required assignment page length.

The specific course learning outcomes associated with this assignment are:

- Design job and task analyses that align with the overall HRM strategy.
- Design training and development systems to improve employee performance.
- Use technology and information resources to research issues in strategic human resource development.
- Write clearly and concisely about strategic human resource development using proper writing mechanics.

Rubric:

	Assignment 4: HR Training Class			
Criteria	Unacceptable Below 70% F	Fair 70-79% C	Proficient 80-89% B	Exemplary 90-100% A
<p>1. Justify the use of a needs assessment of your company's proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.</p> <p>Weight: 20%</p>	<p>Did not submit or incompletely justified the use of a needs assessment of your company's proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.</p>	<p>Partially justified the use of a needs assessment of your company's proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.</p>	<p>Satisfactorily justified the use of a needs assessment of your company's proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.</p>	<p>Thoroughly justified the use of a needs assessment of your company's proposed employee customer service training, stressing five (5) ways in which such an assessment would expose any existing performance deficiencies.</p>
<p>2. Develop a customer service training implementation plan and determine the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).</p> <p>Weight: 20%</p>	<p>Did not submit or incompletely developed a customer service training implementation plan and did not submit or incompletely determined the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).</p>	<p>Partially developed a customer service training implementation plan and partially determined the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).</p>	<p>Satisfactorily developed a customer service training implementation plan and satisfactorily determined the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).</p>	<p>Thoroughly developed a customer service training implementation plan and thoroughly determined the method of training (i.e., presentation, discussion, case study, discovery, role play, simulation, modeling, or on-the-job training).</p>
<p>3. Justify why you selected the training method that you did.</p> <p>Weight: 10%</p>	<p>Did not submit or incompletely justified why you selected the training method that you did.</p>	<p>Partially justified why you selected the training method that you did.</p>	<p>Satisfactorily justified why you selected the training method that you did.</p>	<p>Thoroughly justified why you selected the training method that you did.</p>
<p>4. Propose two (2) ways to motivate an employee who has no interest in attending a training class.</p> <p>Weight: 15%</p>	<p>Did not submit or incompletely proposed two (2) ways to motivate an employee who has no interest in attending a training class.</p>	<p>Partially proposed two (2) ways to motivate an employee who has no interest in attending a training class.</p>	<p>Satisfactorily proposed two (2) ways to motivate an employee who has no interest in attending a training class.</p>	<p>Thoroughly proposed two (2) ways to motivate an employee who has no interest in attending a training class.</p>
<p>5. Develop a survey to collect feedback from the employees who attend the training.</p> <p>Weight: 20%</p>	<p>Did not submit or incompletely developed a survey to collect feedback from the employees who attend the training.</p>	<p>Partially developed a survey to collect feedback from the employees who attend the training.</p>	<p>Satisfactorily developed a survey to collect feedback from the employees who attend the training.</p>	<p>Thoroughly developed a survey to collect feedback from the employees who attend the training.</p>

6. 3 references Weight: 5%	No references provided	Does not meet the required number of references; some or all references poor quality choices.	Meets number of required references; all references high quality choices.	Exceeds number of required references; all references high quality choices.
7. Clarity, writing mechanics, and formatting requirements Weight: 10%	More than 6 errors present	5-6 errors present	3-4 errors present	0-2 errors present

Notes from the Professor:

There must be a heading for each topic section of the paper. In other words, for every criteria statement (or what students sometimes call questions) for the paper, there must be a properly formatted heading (see APA guidelines).

All citations in the paper that represent quoted or paraphrased information must be properly set up with at least 3 parts; (1) author, (2) year, and (3) page or paragraph number (depending on type of source).

All references listed on the reference page must be set up properly (see APA rules)...AND...there must be at least 1 citation in the paper for each reference provided on the reference page.

All papers will have an introduction (not an abstract) and a conclusion section. They are required!

All paragraphs will be correctly indented and spacing of text throughout the paper is double space and double space only!

All information and discussions in the paper must be effective and relevant to the paper's topics and each topic must be thoroughly addressed. There should not be extended discussions on unrelated information and every effort should be made to not miss discussing a particular area or topic.