Memorandum

To: Edward A. Dowling (Supervisor and Auditor, Processing Section)

From: Hyuk Kim (Financial Specialist, Processing Section)

Date: July 3th, 2016

Subject: Requesting permission to conduct research on the benefits of providing proper and organized training for employees

I am writing to request a week to fully research on the potential benefits of providing proper and organized training for employees. Well-trained and qualified employees will increase the efficiency and productivity in our processing section. In my proposal, I will discuss how the processing section can prepare a proper training period where trainees will gain necessary knowledge and skills for their jobs.

At the processing section, majority of the workers are composed of contracted employees and soldiers who frequently come and go. Our finance section is not settled with sufficient workers who are both well trained and experienced. A few of our financial specialists with proper training and abundant experience only focus on main processing tasks such as the coding of important documents. The new employees who do smaller tasks such as receiving customers with lack knowledge of policies and regulations for processing. This small detail leads to the delay or cancellation of payment and it makes the overall unit look unprofessional. The individuals that make up the finance unit all work towards a single goal, getting the soldiers paid promptly, but every accountant in the unit needs to put in the same effort and be well-trained for the team to work in a timely and cohesive manner. I would like a week to investigate the issues to narrow them down and to prioritize the bigger flaws. This proposed training method will cover our weakness and improve the workplace.

According to Weissbein, Huang, Ford, & Schmidit, pre-training intervention played a role to enhance the transfer of training. This study argued that pre-training intervention influenced trainee’s controllable attributions that pulled out motivation to learn. Findings showed that pre-training intervention had two components: training preview and framing training. These two training strategies better prepared trainees and established success by focusing on the attributes of the personnel being trained (Weissbein, Huang, Ford, &amp; Schmidit, 2011). By constructing a guide line, trainees can prepare for what they will learn and be motivated, that will render the training system to be successful for both trainee and finance section.

To provide organized training for employees, Martin argued that training program consultants and trainers should professionally prepare and design the most beneficial standard of training for every individuals training needs (2015). Not following standard operation procedures have become the biggest problem for the finance section. New employees are expected to start work with little to no training, and these cut corners inevitably lead to bigger issues later. By providing a training program composed by the professional training group members and consultants, workplace adaption for new employees will be improved, and everyone can work efficiently as an individual but contribute to the group as a whole.

By offering various training programs, Workready (n.d.) explained that employees can be skillful and ready to take diverse positions and tasks within their organization. This training system can replenish the motivation and morale we lack in our section. The most effective training tool for employees to learn is to share feedback from their real experience during a group meeting. According to Helmrich’s article, number 21 and 22 shows that participating and sharing individual’s opinions and comments in staff meetings makes employees feel valued and motivated for their workplace (2015). To have staff meetings and share experiences and differing solutions to various scenarios, we can learn from each other and still work up to the standards of our employers. This exchange of information between workplace employees lead to the most potential benefits because employees who work for our section will encounter diverse cases and be able to solve different financial issues for customers.

In conclusion, the benefit as outlined above will ensure that our section will be firmly settled in the finance office. By highlighting the need to conduct this research, a member of the processing section will find that approving the request will allow us to keep improving and thriving in both short and long term. References are located below if more detailed information for each benefit of training program is required. If there is any additional information that a member of our section may require to facilitate a decision, a response shall be generated within five (5) business days.

References

Weissbein, D. A., Huang, J. L., Ford J. K., & Schmidit A. M. (2011). Influencing Learning states to enhance trainee motivation and improve training transfer*. Journal of Business & Psychology, 26(4), 423-435*. doi:10.1007/s10869-010-9198-x

Martin. (2015). Ways that training can drive your employees' productivity. *Business, Human Resources*. Retrieved from https://www.cleverism.com/ways-training-can-drive-employees-productivity/

Workready. (n.d.). Benefits of training your staff. Retrieved from http://www.skills.sa.gov.au/for-employers-business/training-your-staff/benefits-of-training-your-staff

Helmrich B,. (2015). 23 Ways to create a better work environment. *Business news daily*. Retrieved from http://www.businessnewsdaily.com/7932-create-better-work-environment.html