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Water and sanitation facilities will only be sustainable if there are enough competent people to plan, construct, operate, maintain and manage them. Training is a critical factor; this Technical Brief looks at key elements in its effective provision.

## What is training?

Training is a process of providing people with the knowledge, skills and attitudes they need to perform their jobs effectively. It is a continuous process that should be integrated into the organization's overall strategy. Training can be formal or informal, and it can be provided by a variety of people, including managers, colleagues, and external trainers.

## The training process

The training process is a systematic approach to identifying the training needs of an organization and providing the necessary training to meet those needs. It involves several key steps, including: identifying the training needs, designing the training program, implementing the training program, and evaluating the training program.

## The individual

- The individual's learning style, motivation, and prior knowledge are important factors in determining the effectiveness of training.

## The organization

- The organization's culture, structure, and resources are important factors in determining the effectiveness of training.
- The organization's training needs and goals are important factors in determining the effectiveness of training.
- The organization's training budget and resources are important factors in determining the effectiveness of training.

## The trainers

- Trainers should have the necessary knowledge, skills, and attitudes to deliver training effectively.
- Trainers should be able to identify the training needs of the organization and design training programs to meet those needs.
- Trainers should be able to deliver training in a way that is engaging and effective.
- Trainers should be able to evaluate the training program and make improvements as needed.

## Training is not an isolated activity

- Training should be integrated into the organization's overall strategy and culture.
- Training should be a continuous process that is ongoing and evolving.
- Training should be a collaborative effort involving all levels of the organization.







## On-the-job training

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### Further reading

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