

Chapter 8 – Staffing and Training

Exercises

Form groups. For each group, pick a job with which everyone in that group is familiar (e.g., cashier in a fast food restaurant, algebra 1 teacher, driving instructor). Develop a list of duties and/or tasks for the job to describe the job's main activities.

1. Selection

- a. Write a want ad for the classified section of the newspaper.
- b. What other ways besides typical advertising might you attract people to apply for work?
- c. Create a list of KSAOs for the job
- d. How might you measure (test) for the qualities the job requires?
- e. Suppose you are successful in your selection efforts. How would you tell? That is, what would you expect to see or change as the result of an improved employee selection for the job?

2. Training

- a. Write a list of KSAOs necessary for successful job performance for the focal job.
- b. Which of the KSAOs should be trained? Why?
- c. List some training activities for the job and link them to the KSAOs.
- d. How would you structure the training (on-the-job, off site, etc.)? How would the training be delivered (coworker, manager, professional trainer, computer, etc.)?
- e. Suppose the training is successful. How would you tell? That is, what would you expect to see or change as the result of an improved employee training for the job?