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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 a job or task effectively. It involves a combination of theoretical and practical learning, often facilitated by a trainer or instructor. Training can be formal, such as in a classroom or through a structured course, or informal, such as on-the-job training or apprenticeships. The goal of training is to improve the performance and productivity of individuals and organizations.

## The training process

The training process typically involves several key steps: 1. **Needs Assessment:** Identifying the specific skills and knowledge gaps of the trainees. 2. **Goal Setting:** Establishing clear, measurable objectives for the training. 3. **Content Development:** Designing the training materials and activities. 4. **Delivery:** Implementing the training program using various methods like lectures, group exercises, and role-playing. 5. **Evaluation:** Assessing the effectiveness of the training and the impact on the trainees' performance.

## The individual

- The individual's background, including their previous education, work experience, and learning style, significantly influences their ability to absorb and apply new information during training.

## The organization

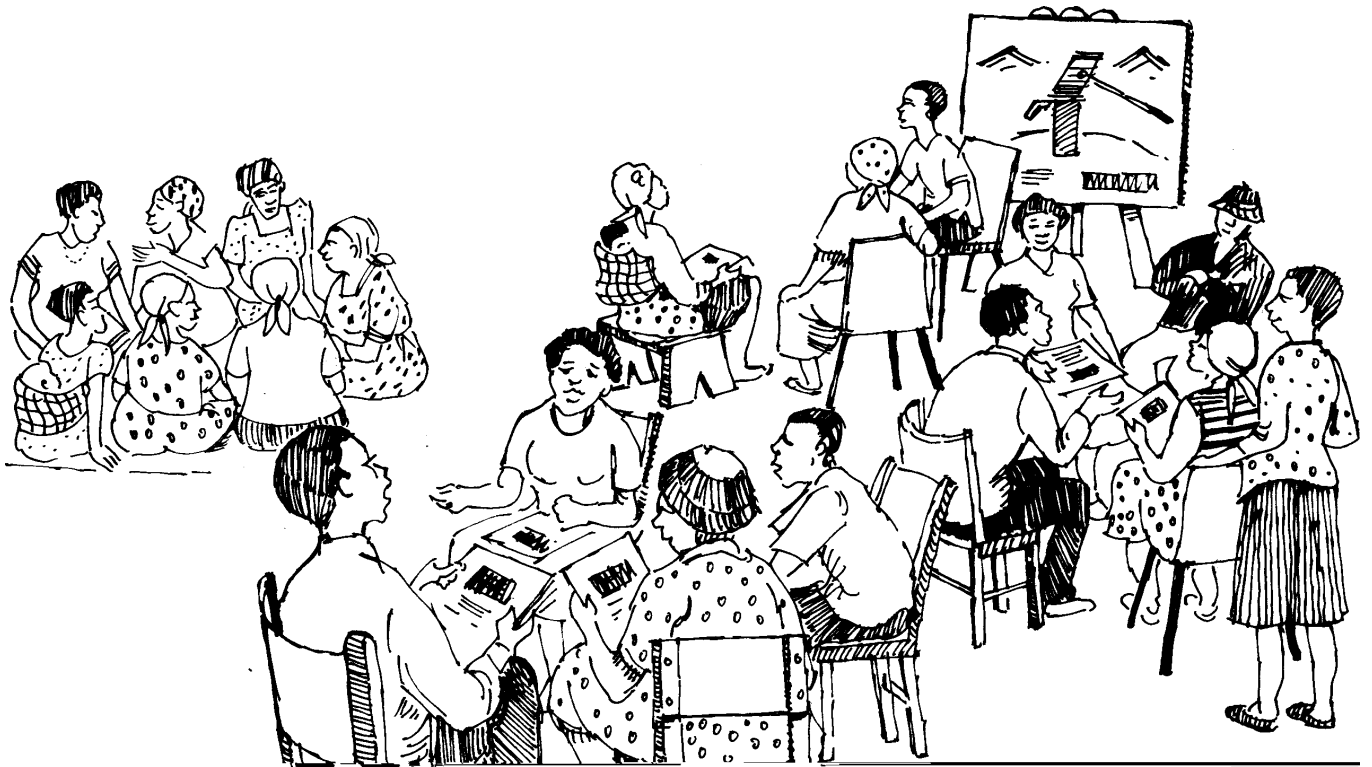
- The organization's culture, resources, and support for training are crucial factors in determining the success of a training program.
- The organization's needs and the specific requirements of the job being trained for are also key considerations.

## The trainers

- Trainers play a central role in the training process, responsible for designing, delivering, and evaluating the training. Their own skills, knowledge, and experience are essential for effective training.
- Trainers should be knowledgeable about the subject matter and skilled in using various training methods to engage and motivate learners.

## Training is not an isolated activity

- Training should be integrated with other organizational activities, such as recruitment, performance management, and career development, to ensure its effectiveness and sustainability.





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**Training design**

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**Training methods**

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**Where and when should training take place?**

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**Who will do the training?**

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**Training delivery**

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### Training-course evaluation


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### Impact evaluation

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### On-the-job training

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### Further reading

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