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Beyond the Basics of Employee Training

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By Russell B. Berger and Sarah M. Sawyer

In this episode of OK at Work, attorneys Sarah Sawyer and Russell Berger of Offit Kurman discuss why employers should view employee training as an opportunity rather than just a compliance task. They note that some training is required by certain states or insurance companies but emphasize that effective training should mitigate risk and improve performance. Training should focus on practical, tactical topics like performance management, documentation, complaint protocols, and supervisors' obligations. Well-designed training can encourage two-way communication, raise employee questions, and strengthen relationships. Sarah and Russell finished by stating that training overly focused on legal definitions may not change behavior, so organizations should structure training to achieve lasting improvements.