

How to Get the Most Out of a Training Session

BEFORE the Training

- have a conversation with your supervisor about why you're attending and perhaps set a goal of what you want to learn or get out of the workshop
- write down 1-2 questions you have about the topic and bring them with you

AT the Training

- be on time (or early) and be prepared with a pen and paper
- don't be shy - take this opportunity to network and meet your Mason colleagues
- at the end, or right after, write down one thing you plan to do differently as a result of this training
- if this is a required training, be sure to update your records - Customer Service Certificate Program passport sticker, New SUPERvisor Series contract, etc.

AFTER the Training

- touch base with your supervisor again and let him or her know about the plan or goal you developed as a result of the training. Follow up - be sure to let your supervisor know when your goal has been achieved!
- don't hesitate to contact your trainer with follow up questions or ideas