

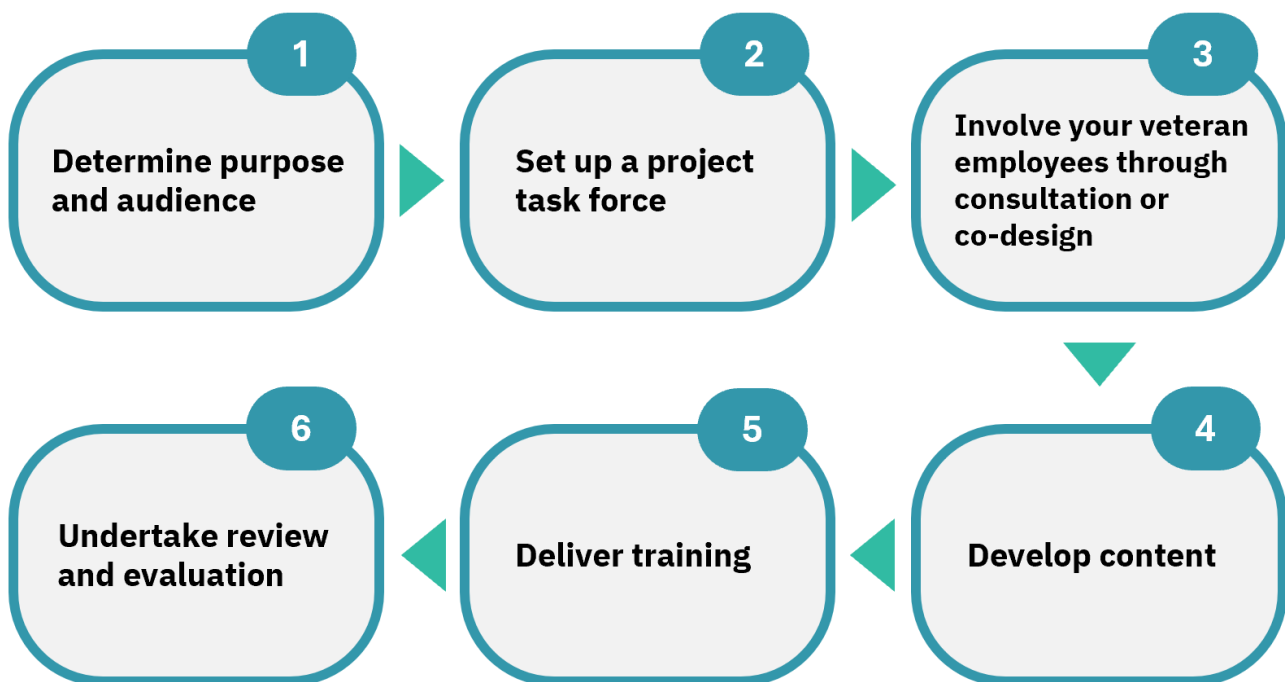


How to develop a staff training package on working with veterans

Training non-veteran staff on the differences between ADF and civilian workplace cultures and structures, helps build understanding and support for veteran employees.

These 6 steps will help you create an effective staff training package.

Steps:



1

Determine purpose and audience

Consider both the audience of your training package and why there is a need for the training. It is important to have a clear idea of the training package's goals and outcomes.

For example, your purpose may be to improve managers' abilities to effectively support and work with the veteran employees under their supervision.

2

Set up a project team

A project team can oversee the development of the training. They may be responsible for planning, designing, delivering and reviewing the training package. Involve staff with different experience and expertise in your project team. This may be a combination of experienced veteran staff members, HR representatives and hiring managers.

3

Involve your veteran employees through consultation or co-design

Each of your veteran employees has unique expertise from their Australian Defence Force (ADF) career and experience as a veteran. This experience can serve as a guiding resource when developing your training package. You may also involve your Veterans Advisory Group, if you have one.

When you engage in any consultation or co-design activities with your employees, be mindful of their capacity. Ensure that employees involved have the capacity to take on any additional workload.

4

Develop content

A comprehensive training package should build civilian employees' knowledge of the ADF and veteran transition.

Topics could cover:

- ADF ranks, roles and structures
- ADF communication and leadership styles
- ADF experience, knowledge and skills and how this translates to the workplace
- cultural and structural differences between ADF and civilian workplaces
- correct use of language when discussing veteran experience
- veteran transition challenges and avenues of support
- veteran-specific policies and initiatives in your organisation.

When developing training package content, outline the key learning objectives and outcomes for each of the topics.

5

Deliver training

Once your content is ready, decide how it will be presented to your employees. There are different benefits to different modes of learning. Think about your own organisational context to decide which format will be right for you. For example, you may want to deliver your training package:

- purely online as e-learning modules
- as a whole- or part-day interactive in-person or virtual workshop/presentation
- in a combination of the above modes.

5 Deliver training (continued)

e-learning modules

Delivering training via e-Learning modules is a good option if you are looking to maximise training flexibility.

Your employees will be able to access the training at any time as the content is delivered in a fully online format, such as through a workplace learning management system.

Internal delivery (in-person or virtual)

Delivery by an organisation representative is a good option if you are seeking a higher level of employee engagement.

Training may be delivered as part of your on-boarding program for all new employees, or at specific times of the year for selected staff to attend.

You may also want to consider making this training part of your mandatory training for employees working closely with veteran employees. This may include your recruitment teams, HR staff and those who manage or supervise veteran employees.

6 Undertake review and evaluation

It is important to undertake regular reviews of your training package. This allows you to ensure that your training content and delivery methods are relevant, up-to-date and well received by the intended audience. This may involve:

- seeking feedback from training facilitators and participants
- updating information about your veteran-specific initiatives
- making sure any external links used in your package are still current.