

# Five Proven Strategies to Increase Training Completion Rates

Training that isn't completed means money down the drain not to mention a lost opportunity to build the capabilities of your workforce.

**TRAINING  
COMPLETION RATE**

The percent of learners who complete their training on or before the expected completion date.

Some of our customers consistently achieve completion rates close to 100%. We hear many of the same tips when we ask these customers how they do it. It boils down to providing relevant training, tied to job duties, when it is needed and with accountability.

1. **Assign courses in bites, not full meals.** We get concerned when we see lots of courses assigned all at once to a learner. We wonder if that learner will feel overwhelmed with how the training will get done while carrying out everyday job responsibilities. A better approach is to assign no more than two courses to a learner at any one time. As courses are completed, new courses can be added tasking learners with a doable assignment.
2. **Tap into the teachable moment.** Adults are most ready to learn when they know they will immediately need and use the skills being taught. This is why eLearning works so well in workforce training. Instead of the training schedule being

dictated by the instructor, it can be driven by training needs. If one learner needs the training today and another in a month, each can time their learning to when they will use the new skills in their job.

3. **Set a realistic target completion date.** While assigned training has a default number of days to be completed, this date can be overridden when a learner is enrolled in a course. In most cases, thirty days should be ample time to complete a course, but there may be times when it makes sense to shorten the schedule. For example, if the skills will be required sooner, then the expected completion date should be synced with the timing requirement.
4. **Tie training (and training completion) to development plans.** One purpose of annual reviews (and their corresponding development plans) is to evaluate progress and growth over the past year and to set development plans for the coming year. When completion of training is factored into that assessment, completion rates soar.
5. **Send a message that training is important.** Make sure that supervisors are aware of the training assignments of their direct reports. Give them supervisor level access to the training records for their employees.

*System Emails to remind users to complete their training has greatly enhanced my efficiency in communicating with our employees on the status of their training and has led to an improved completion percentage.*

Larry Tischendorf, L-3 Communications

As the expected completion date draws near, reach out to learners who haven't completed their training to remind them of the deadline. If a learner has a legitimate reason for a requested

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extension, change the target completion date in their records. And, when learners have completed their training, send a quick congratulation to acknowledge the achievement.

Many of these follow-up tasks can be easily done with System Emails that are built into QualityTrainingPortal functionality. To learn more about System Emails, check out our [Administrator How-To Guides](#) or call us.

The beauty of these five strategies is that they don't take a lot of time and effort. They do require some discipline and diligence, but about a half-hour spent on administrative tasks and follow-up each month could make a huge difference in your Training ROI.

Do you have any tips that have helped improve your training completion rates? We would like to share them with other QualityTrainingPortal Administrators. Please contact Robin McDermott, Director of Training, with any thoughts or questions. Robin can be reached at 800-810-8326/802-496-5888 or at [robinm@QualityTrainingPortal.com](mailto:robinm@QualityTrainingPortal.com).