
Executive Certificate in Cruise Ship Housekeeping Procedures

Unit 9: Staff Training and Development

Active Learning: A training technique where participants are actively engaged in the learning process through activities such as discussions, role-plays, and simulations.

Blended Learning: A training approach that combines traditional classroom training with online learning.

Coaching: A one-on-one development process in which a manager or supervisor works with an employee to improve their job performance and reach their career goals.

Cross-Functional Training: Training that provides employees with knowledge and skills in different areas of the organization, enabling them to perform tasks outside of their normal job responsibilities.

Development Plan: A written plan that outlines the specific training and development activities an employee will undertake to improve their job performance and reach their career goals.

E-Learning: Learning that takes place through online courses, webinars, and other digital platforms.

Evaluation: The process of assessing the effectiveness of a training program through methods such as surveys, tests, and observations.

Experiential Learning: A training technique that involves learning through experience, such as through simulations, role-plays, and on-the-job training.

In-House Training: Training that is developed and delivered by staff within the organization.

Job Instruction Training: A systematic training approach that teaches employees how to perform their job tasks in a safe, efficient, and effective manner.

Learning Management System (LMS): A software application for the administration, documentation, tracking, and reporting of training programs, courses, and progress.

Mentoring: A developmental relationship in which a more experienced employee (the mentor) provides guidance and support to a less experienced employee (the mentee).

Multi-Modal Training: Training that utilizes a combination of delivery methods, such as classroom training, e-learning, and on-the-job training.

Needs Analysis: The process of identifying the training needs of an individual, team, or organization.

Onboarding: The process of integrating new employees into the organization and preparing them for their job responsibilities.

On-the-Job Training: Training that takes place while the employee is performing their job tasks, often under

the supervision of a more experienced employee.

Performance Management: The process of monitoring, evaluating, and improving employee job performance through training, coaching, and other development activities.

Role-Play: A training technique that involves participants acting out a scenario in order to practice and improve their skills.

Simulation: A training technique that uses realistic scenarios to replicate the demands and challenges of a real-world situation.

Skill Gap Analysis: The process of identifying the difference between the skills an employee currently has and the skills they need to perform their job effectively.

Succession Planning: The process of identifying and developing potential future leaders within the organization.

Training Needs Assessment: The process of identifying the training needs of an individual, team, or organization.

Training Objectives: Specific, measurable, achievable, relevant, and time-bound statements that describe what the trainee will be able to do as a result of the training.

Training Plan: A written plan that outlines the specific training activities an employee will undertake to improve their job performance.

Training Transfer: The application of the knowledge and skills learned in training to the job.

Virtual Instructor-Led Training (VILT): Training that is delivered online by a live instructor and allows for real-time interaction and participation.

Workplace Learning: Learning that takes place in the context of the employee's job and is focused on improving job performance and productivity.