

## Publisher's Note

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# BEST PRACTICES: TRAINING AND DEVELOPMENT

Dear Subscriber:

We are pleased to send you this supplement to *Best Practices: Training & Development*.

This supplement updates the following:

The addition of a new Chapter 15 on Technology Training. This chapter is designed to help organizations build a technology training function within their organization that relates to information technology and other types of technologies used in the workplace.

A major enhancement and update to the section in Chapter 13 on Diversity Training (now Diversity and Inclusion Training).

Additionally, under the Appendices tab the following articles have been added:

Appendix AF: Why Have a Tuition Reimbursement Program?

Appendix AG: Challenging Racial Bias

Appendix AH: The Rise of Informal Learning in the Workplace

Appendix AI: Talent Shortage Threatens Growth

Appendix AJ: Establishing a Mentoring Program at Your Organization

Appendix AK: Building an Action Plan to Develop Skills, Knowledge and Competencies

The Index has also been updated.

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Please feel free to comment on *Best Practices: Training & Development* as you review and use it. We are always anxious to hear of potential additions or improvements that can be made.

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