EOS Core Process: Professional Development and Training Process

Process Owner: [Person from EOS Accountability Chart]
Last Updated: [Date]
Review Date: [Next quarterly review date]

EOS Integration

Connected EOS Tools:
Related EOS Rocks: [Current quarter Rocks that improve this process]
EOS Scorecard Metrics: [Weekly numbers tracked for this process]
Accountability Chart Connection: [Which seat owns this process]

Process Overview

Purpose: Support employee growth and skill development through structured learning opportunities and career planning

High-Level Steps:

1. Assess current skills and development needs
2. Create individual development plans
3. Provide access to learning resources and opportunities
4. Support skill application and practice
5. Measure progress and adjust plans
6. Align development with career advancement

Core Process Detailed Steps

Step 1: Assess Current Skills and Development Needs
- Complete skills assessment for current role requirements
- Identify gaps between current and desired capabilities
- Gather feedback from manager and peers on development areas
- Consider future role requirements and career goals
- Prioritize development needs based on business impact

Step 2: Create Individual Development Plans
- Set specific, measurable learning objectives
- Identify appropriate learning methods and resources
- Create timeline for development activities
- Assign responsibility for plan execution and support
- Establish success metrics and evaluation criteria

Step 3: Provide Access to Learning Resources and Opportunities
- Offer internal training programs and workshops
- Provide access to external courses and certifications
- Facilitate mentoring and coaching relationships
- Create stretch assignments and project opportunities
- Support conference attendance and professional development

Step 4: Support Skill Application and Practice
- Provide opportunities to apply new skills in work projects
- Offer coaching and feedback on skill development
- Create safe environment for experimentation and learning
- Connect employees with subject matter experts
- Encourage knowledge sharing and peer learning

Step 5: Measure Progress and Adjust Plans
- Track completion of development activities
- Evaluate skill improvement and application
- Gather feedback on learning effectiveness
- Adjust development plans based on progress and changing needs
- Celebrate learning achievements and milestones

Step 6: Align Development with Career Advancement
- Connect skill development to career advancement opportunities
- Identify high-potential employees for accelerated development
- Create succession planning for key roles
- Support internal mobility and promotion opportunities
- Build leadership pipeline through development programs

Quality Standards & Success Metrics

Must-Have Standards:
[ ] Standard 1 (measurable)
[ ] Standard 2 (measurable)
[ ] Standard 3 (measurable)

EOS Scorecard Metrics:
Weekly Metric 1: [Target number]
Weekly Metric 2: [Target number]
Monthly Metric: [Target number]

Accountability: Employee owns learning and application, Manager owns support and feedback, HR owns program administration
Frequency: Development plans created annually, progress reviewed quarterly
Success Metrics: Training completion rates, skill improvement assessments, internal promotion rates, employee engagement scores

Process Connections

Receives From: [Which EOS core process feeds into this one]
Hands Off To: [Which EOS core process this feeds into]
Dependencies: [Other processes or resources needed]

Tools & Resources

Required Systems/Tools:

Tool 1
Tool 2

Template/Document links

Training Materials:
Link to training video
Link to detailed SOPs (if needed)
Onboarding checklist

Troubleshooting & Common Issues

If [Problem], Then [Solution]:
Problem 1 → Solution 1
Problem 2 → Solution 2
Problem 3 → Solution 3
Escalation: [When to involve process owner or leadership team]

Process Improvement

Last Quarter's Improvements: [What was changed and why]
Current Issues to Address: [Items for next EOS Rock or Level 10 discussion]
Issue 1
Issue 2

Ideas for Next Quarter: [Potential improvements to consider]

Approval & Sign-Off

Process Owner Approval: [Name + Date]
Leadership Team Review: [Date reviewed in Level 10 or quarterly]
Next Review Date: [Align with EOS quarterly cycle]

Quick Reference Card

[One-page summary of key steps for daily use]

The 5 Key Steps:

[Step 1 summary]
[Step 2 summary]
[Step 3 summary]
[Step 4 summary]
[Step 5 summary]

Key Metrics: [2-3 most important numbers to track]

Emergency Contacts: [Who to call if process breaks down]