<div align="center">**MEMORANDUM**</div>

DATE: February 5, 2019

TO: Ms. Lisa Ramirez, Lecturer

FROM: Shanique Saldano, SCS

SUBJECT: Continuing Education Research and Recommendations

This memo is to provide insight on continuing education ~~within Businesses, summarizing how it can be applied and my~~ applicability and recommendations. ~~to our firm's policy on the topic~~.

Why businesses encourage continuing education

Technologies and the software that accompany them are constantly changing and require ~~different methods of~~ updates. Specifically, Business Management Software has regular minor and major annual updates ~~along with major updates every 1-2 years~~. While the minor updates ~~of these softwares~~ note small changes, the major updates may include upgrade~~ds~~ ~~as well as~~and new features that can enhance ~~the~~ performance if used effectively. ~~Hence, j~~Just as the software ~~used within the business~~ needs updating ~~so do the~~ employees ~~working with them~~ require new training to better utilize them. Many businesses understand the need for continuing education and the positive impact it can have on work performance. Bank of America, Jet Blue Airline, UPS, and Proctor and Gamble ~~are a few of these businesses who~~ invest in ~~the programs for their~~ employee~~s~~ training ~~as well as offering them~~ with tuition reimbursements. [Commented [LMR1]: Citations?]

How businesses handle continuing education

According to the Edward Lowe Foundation (yr), businesses can utilize continuing education ~~as it can be weighed~~ in either of 3 categories: ~~to better select what would be more useful. The following bullets relay the 3 categories of training methods that can provide necessary training for the improvement of employees~~.

- On site program: trainings can be conducted as on site program where consultants would be brought into the business to conduct workshops, peer to peer training and company training.
- Offsite program: employees engage in training off the business grounds such as courses at local college, employee exchange, seminars and conferences.
- Hybrid program: Businesses can work with the education facility or external consultants to offer a combination of in class theory and applying it at the workplace

Businesses can utilize universities, which offer courses online and in class designed for continuing education as well as Training companies as they offer specialized workshops, seminars and courses. ~~for employees~~. According to the United States ~~2017~~ training industry Report (2017), 42% of training hours were delivered by an instructor in a class room setting and 28.6% was delivered online with more technologies being used than the previous year (p/para #). Training expenditures for businesses also rose with a 32.5% increase showing more funds being allocated to training budget. [Commented [LMR2]: Citations?]

Recommendation

Based on my research I recommend evaluating the current skills and qualifications of employees and compare it to the skills needed for the firm to be at maximum production level. If these skills are lacking, ~~the bullets listed above provides categories of training methods that can be employed.~~ The firm should provide continuing education for all support staff to ensure all organization goals are being met with efficiency. These goals must be undertaken by competent individuals, who can devise strategies based on new techniques and adjust to constant change. The company should sponsor any continuing education program they wish for their employees to undertake. However, some employees may seek continuing education for their personal growth and as a firm we should embrace these employees by trying our best to accommodate them. The firm should consider allotting a budget toward continuing education programs for employees to keep their skills current.

I will be pleased to provide further assistance or clarification~~s if it is required~~ and ~~I~~ look forward to your response.

References

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