



Job Training for Payroll Professionals: How Good Is it?

Are you getting the industry-specific job training you need to thrive? The most recent Robert Half Trendline Survey on professional development and working in the payroll field can help you benchmark the quality of what your company provides. Survey respondents said they want additional job skills, that the instruction they've received is either adequate or extensive, and that the most sought after training is certification. Here are some specifics:

Conferences, Seminars and Webinars

Of the various training delivery methods, two-thirds of payroll staff, managers and administrators polled for the survey said they want to receive training via a conference or seminar. Nearly as many prefer webinars as well. (Respondents could choose more than one preference.) Around half of respondents like courses — with slightly more preferring online training to in-person classes led by an instructor. The least preferred method, selected by only 18 percent, was networking events or mixers.

How Much Training, and Is It Enough?

The number of job-training hours that employees polled in the survey said their companies provide ranged widely, from no instruction whatsoever (17 percent) to 11 or more hours a year (43 percent). About a quarter of respondents get 5-10 hours of on-site or off-site training, and 18 percent get 1-4 hours. Most respondents feel that the amount of training they receive is either adequate (52 percent) or extensive (14 percent). About two in 10 feel that they do not receive adequate training from their employer.

Certification as Top Job Training

More than eight in 10 respondents are interested in functional training, such as getting credentials, certifications and professional designations. Nearly half want to enhance their soft skills, particularly in communication (verbal or written) and in dealing with confidentiality issues. About 45 percent want to improve their technical skills in finance and payroll software.

Whether you're looking to improve your hard or soft job skills, and whether the instruction takes place at a conference or in a virtual classroom, professional development is key to getting ahead and staying ahead in your career. If your employer doesn't offer opportunities for job training, or if you feel that the training you've received is inadequate, talk to your manager about your options for getting the professional development you need.

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