

CLAREMONT EAP *Your trusted resource*

MANAGER
SUPPLEMENT

IMPACT

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How to Train an Employee



Plan to Train

Before you start training an employee, put together a list of the goals you wish to accomplish through the training. Ask yourself what the employee should be able to do when training is complete, and then start moving forward. Write down tasks that an employee must be trained on and take notes on the steps. Make sure everyone in the office is aware of who this new person is and where they will be working. It may be helpful to prepare an introductory portfolio. Some organizations have these available through their HR department, but if not, feel free to put one together yourself.

Start the Training

When you start to train, begin with basic training measures: Given them a tour of the office so they know the layout and location of different areas; make sure that they know where to find materials, how to position materials (if applicable), and proper safety regulations for the work environment. Next, consider how to best train your employee using the instructions below.

Using Training Aids to Help

In addition to verbal guidance from supervisors and colleagues, think about using training aids to help explain work processes to a new employee. Training aids can help the employee learn essential work practices quicker and more efficiently. Manuals, films, videos, photographs of equipment or products, finished products samples, and flow diagrams can all provide beneficial training to your employee.

Instructing Your Trainee

- First, prepare your trainee for what's being taught. Explain to your trainee the value of, and reason for, what you are teaching. As a trainer, take time to assess the skill level of the person you are working with. Are there unnecessary training steps that can be omitted?
- Second, teach your trainee. Describe and illustrate each task the trainee will need to know. Take it step by step, making sure to point out the key points of each step, reiterating important points when necessary.
- Third, have your trainee perform the task. This way, you can see if the employee knows how to perform the task properly. Start by having the employee perform each step, explaining key points. Correct errors if you see them, and have the employee repeat the steps until he or she can master it.
- Lastly, follow up with your employee. Make sure to check in on the trainee to see if there are questions or errors being made. Take time to praise what he or she is doing correctly, but don't expect tasks to be performed flawlessly right away. Make gentle corrections and work with the employee to perfect skills.

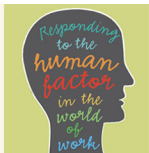
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A Message to Managers from Claremont EAP

Often, the employee who needs their Employee Assistance Program the most doesn't think to call for assistance. A manager's referral to the EAP can be an effective strategy for improving an employee's effectiveness, productivity, motivation and morale. A referral to the EAP can also decrease absenteeism, reduce turnover, foster acceptance of change and reduce stress.

For confidential help, call: **800-834-3773**
or visit: **www.claremonteap.com**



Build Communication Within Your Team

In order to have a productive and successful team, effective communication is key. To encourage communication among your team members, follow these important tips. Check them off as you see them happening:

- Meet with the team to define and review goals.
- Delegate duties so team members can make decisions, set goals, and solve problems on their own.
- Reiterate the purpose of the team and have members contribute ideas on how to achieve the team's purpose.
- Make sure each team member knows what he or she is responsible for.
- Keep an open, safe, and relaxed environment that helps individuals connect.
- Encourage positive and negative feedback; if feedback is negative, make it constructive and for the good of the entire team.
- Schedule regular meetings and keep the meetings focused. Talk about important ideas and review information.
- Have team members focus on cooperation and how each person can use his or her unique goals for the benefit of the entire group.
- Have the team meet for extracurricular activities or after-work get-togethers to help build relationships.
- Remind the team that each person's position in the team is just as important and essential as the next person's position.
- Lead by example: Demonstrate effective and genuine communication.
- Mediate disputes between coworkers. Focus on facts rather than personalities or opinions.
- Praise individuals and the team for a job well done.

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