

Build the perfect training processes



Getting started with training processes.

There are a variety of different types of training that are crucial to ensure you're giving your staff the tools they need to succeed.

In this e-book, we're going to give you everything you need to understand and implement the three most important types of training.

- Onboarding employees
- Ongoing employee training.
- Transitional Training.

Pt.1

Onboarding New Hires

What is onboarding?

Hiring new staff members into your business is a sure sign that things are going well.

Whilst the process of employing team members can be a difficult one, the work doesn't stop there. Onboarding your new members of staff is vital to ensure they are aware of company processes and goals and are fully prepared to fulfill their role as expected.

Whilst often confused with orientation, onboarding is an ongoing activity that can last up to 12 months.

A good onboarding process enables your staff member to not only integrate themselves into the working environment quickly but also have the best chance to succeed in their job.

The benefits of a good onboarding process

Enable

Provide them with a list of current department projects and cyclical procedures, highlighting where their role fits into each of these and how other roles interact with theirs. It allows the staff member to understand the 'bigger picture' of the business and understand their deliverables.

Enlighten

Reinforce the new hire's reasons for choosing to work with your business by promoting the opportunities that exist to them and their potential progression paths. This can be done by scheduling time with the new hire and their line manager, discussing performance expectations, timelines for accomplishing various skills, and key business goals.

Inspire

New starters can feel overwhelmed with the amount of information they're given during the onboarding phase. A great way to help them feel welcome is by providing them with a platform to share their knowledge and experiences. This helps them to feel more confident in their skills, whilst also encouraging a collaborative working environment.

Setting your onboarding goals

Step 1: New Employee Recruitment

To give them some insight into the culture of your company and what it's like to work there. This can include things such as expected work ethic, leadership input as well as the official and unspoken norms that current staff work to.

Step 2: First Office Visit

Provide a transparent glimpse of a day in the life at your office.

Step 3: Early Onboarding for New Employees

Create some excitement for your new starter around their role, upholding their decision to take a chance on a new job.

Step 4: Welcoming New Hires on their First Day

Ensure your new hire feels welcomed and appreciated. Build an induction plan for them to meet their co-workers and key contacts, whilst ensuring a personal approach. This step involves consideration of a few different areas, including:

Compliance: providing your employee with information around essential company rules, policies and legal procedures, as well as dress codes, start and finish times and any relevant government policies.

Clarification: delivering the specifics for their role and what is expected of them. This should include a summary of the company's organisational structure on who looks after which areas and who the employee will be reporting to.

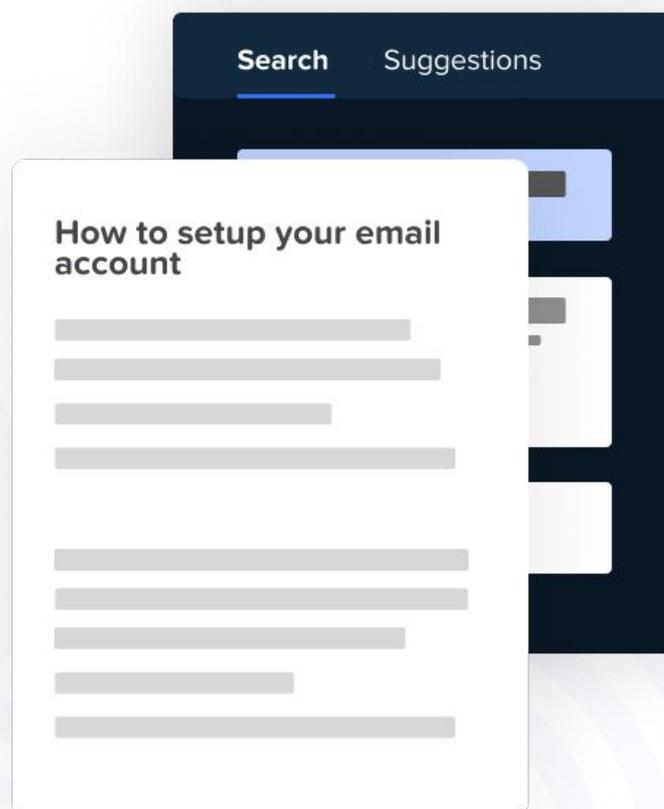
Connection: giving your employee the opportunity to connect and network with their colleagues will be vital in helping them to form relationships and settle into their new role quickly.

Step 5: Orienting New Employees in the First Weeks

Goal: Continue to provide support in helping your new employee understand what is expected of them and understand their future progression possibilities within the company.

Step 6: Ongoing Employee Engagement and Team Building

Goal: Assist your staff in further building key relationships by creating ample opportunity for them to socialise and network internally and make connections across the office.



Setting your onboarding goals

Building an onboarding checklist for new hires

It's always a good idea to have an onboarding checklist prepared for your new hire's first day on the job.

Below we've detailed our best practice example, but feel free to personalise this to whatever suits how your business runs.

Whale's Onboarding Best Practice Checklist

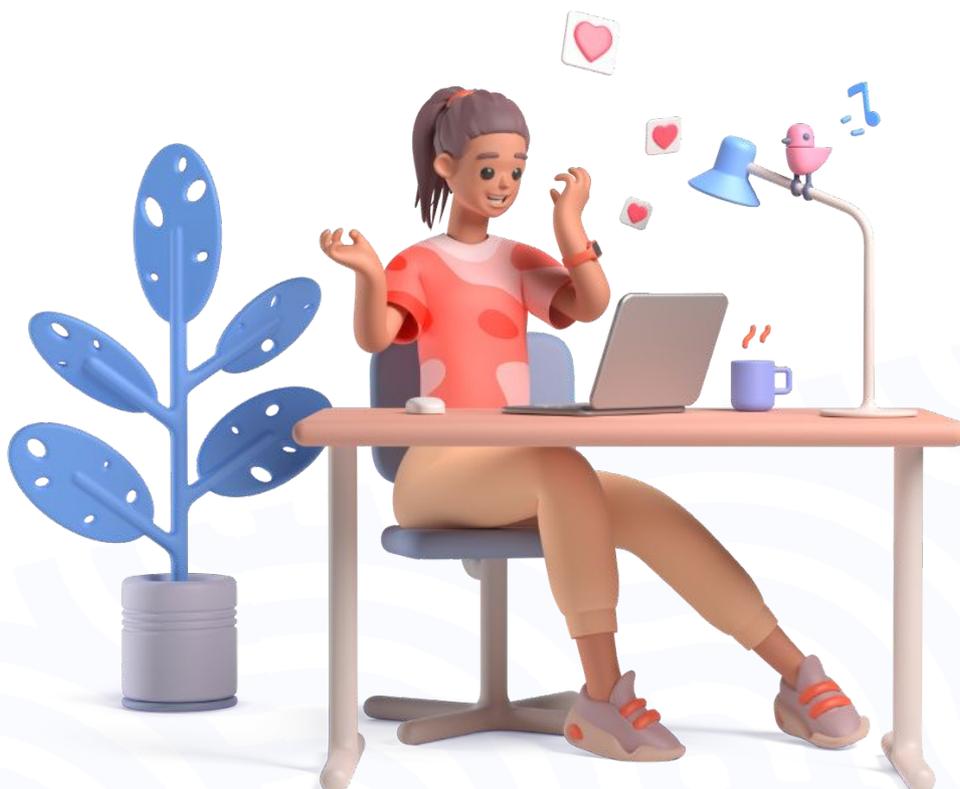
- Employee handbook
- An agenda for their first week
- Necessary office equipment (laptop and mobile phone)
- Login details
- Employee ID (if applicable)
- A set of business cards
- A personalised letter from their manager or the CEO

Provide a tour of the office, pointing out areas that they'll need such as the kitchen, stationery cupboard, toilets, and emergency exits. You should also give a brief introduction to relevant teams that they will be interacting with.

Take them through any required paperwork, providing any detail they need to complete them. This will also give them the opportunity to ask any questions that they may have.

Present your key company policies, and again provide an opportunity for them to ask any questions about how their role fits in with these.

Make sure to keep in contact with your new hire throughout the day and arrange for a debrief at the end to get feedback on things such as how they found their first day and whether they have any outstanding questions that you can help them with.



Pt.2

Ongoing employee training

What is Ongoing employee training?

Skills. The most fundamental area that training affects is an employee's skill sets. Designed to assist your staff in acquiring and maintaining the skills they need to do their job, you can rest assured that you're providing everything they need to grow and develop as required.

Engagement/Frequency. Having a good training regime encourages employees to feel more engaged and enthusiastic about their work, meaning they are likely to do a better job. It also helps them to simplify their workplace experience and allow them to undertake more responsibilities.

Retention. Training is one of the many things that can affect employee retention. The more integrated your team is with their working environment, the more likely they are to become successful and stay with the company for a longer period of time.

Culture. Providing an experienced and well-structured training program within your business is an important and integral part of developing your internal culture.

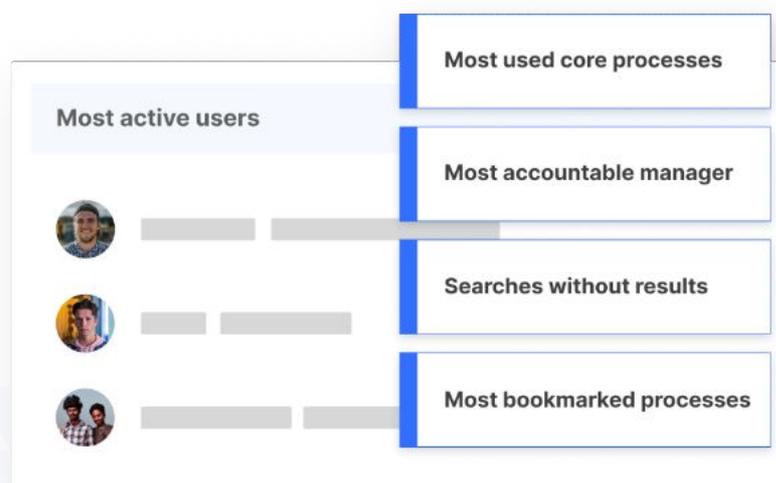
What are the benefits of ongoing training

Despite the challenges, your business can take a great many more benefits from ongoing employee training.

Firstly, it allows you and your staff to stay ahead of the curve regarding industry changes, including what is considered ‘best practice,’ compliance and regulations, and new technologies that can help the way you work.

It also allows you to identify any weaknesses or learning/skill gaps in your staff and allow you to resolve them before it becomes a wider issue.

A good learning routine will help maintain and improve your employee’s knowledge and skills whilst improving their performance and job satisfaction levels. It will also help to keep your teams consistent, ensuring they all have access to the same information in the same format.



How does ongoing training work?

Ongoing training allows businesses to close the digital gap between employees and their tools. As the tools required continually develop and evolve, so must the training that an employee undertakes to use those tools.

Traditional training methods are now inadequate for their purpose, so digital adoption is now a key focus.

Staff training allows you to seamlessly integrate tools into the workplace and provide the information needed to use those tools properly. Employee training must ensure that digital tools are utilized to their fullest extent and for their intended purpose.

As productive members of the workforce, it's likely your staff will use multiple tools to carry out their roles, meaning training must also focus on cross-training and cross-platform proficiency. A good program is the best way to ensure your employees can achieve this.

As we mentioned previously, the digital economy is continuously changing, meaning that your business must evolve with it to stay viable. The more agile your internal processes for change are, the better you can respond to these changes and become successful in the digital age.

Things worth keeping in mind:

Skills: Your ongoing training program should be developed depending on the particular skills you are trying to develop or augment.

Frequency: It's important to ensure you don't overload your staff with training but offer them support when and where it's needed.

Delivery: Once you have agreed on the focus of the training and your frequency, you need to determine how you will deliver your ongoing training.



Your ongoing training checklist

- Your staff must find value in training and be motivated to learn and change their behavior.
- The material should provide continuous performance improvements. Ongoing training should be a part of getting the work done, not an additional requirement.
- Employees must have the functionality to provide feedback, allowing you to optimize and improve processes.
- Policies and procedures should be in place to ensure that any misconduct can be dealt with fairly and judiciously. Policies should be built to make employees accountable for such behaviors and have fair consequences.
- At all levels, employees should be expected to challenge, examine and reflect on their own skills, knowledge, abilities, and motivations which could enhance or limit their personal and professional growth.
- Employees should be rewarded for training and improvement achievements.

Pt.3

Transitional Training Program

What is Transitional Training?

Whenever anyone within your business is promoted, changes teams, or has any substantial change to their current role, transitional training is what they should undergo to develop their skills to the level they need.

Whilst it's essential to bear in mind the employee's existing knowledge and understanding, there are likely gaps that will need to be filled, and this should be managed proactively, as you would with ongoing training.

Any additional policies and procedures that are relevant to the new role should be considered as part of the training, as well as any upskilling required.

How does it work?

Transitional training works by following an employee throughout their time in the business and ensuring they are given the right information and skills at each point in their career as they move up the ladder.

By implementing this form of training, you move team members through increasing and incremental depths of involvement and responsibility as time goes on, allowing them to develop confidence and skills in problem-solving, collaborative learning and teamwork, decision-making, organisation, and self-responsibility..

Where Do You Begin with Transitional Training?

Focus.

On the team member personally, what they offer already and what is important to them.

Direction.

Where do they want to go in their career? What appeals to them, and how suitable are they for this type of work?

Adaptability.

How adaptable are they to make these changes?

Self-knowledge and drive.

Are they able to push themselves forward in their career? Do they have good self-esteem?

Projective: discuss the attitudes and responsibilities required for the new job and ensure your employee is comfortable with the overall direction of this.

Cognitive: provide a documented framework of knowledge related to the job, giving yourself and the employee a foundation of technical information to refer back to before moving onto the more practical steps.

Application: this is where the skills are applied to the job, making the transition from 'knowledge-based' elements practical. This is where procedures and processes relevant to the role should be introduced.

Synthesis: anticipate and resolve any potential problems that could affect the employee's performance, such as a skills gap or lack of confidence. These should be documented and reviewed to ensure they are resolved over time.

Group reinforcement: reinforce the standpoint of group accountability and who is responsible for which areas within the team. The employee should be aware that each team member has their responsibility, and there should be no competition throughout.

Self-direction: ensure the employee maintains the initiative to push themselves forward whenever they see fit

Your Transitional Training checklist

- You must be happy to work in a partnership with your employee to provide a full training program and ensure the best results
- The training must align with the newly introduced responsibilities or other changes
- The employee should be allowed to provide feedback, allowing you to improve processes where necessary
- The training should be reviewed regularly to ensure it remains fit for purpose and any further changes to responsibilities are taken into account
- Policies and procedures should be in place to ensure that any misconduct can be dealt with fairly and judiciously. Policies should be built to make employees accountable for such behaviors and have fair consequences
- Employees should be expected to self-motivate themselves throughout the training and highlight any areas which need specific focus
- Equal training opportunities should be provided to any staff members moving through the same process, whether it be for promotion, upskilling, or redundancy

How Whale can help

At Whale, we pride ourselves on being the experts in internal learning and processes. We are here to help you reimagine how you train and empower your team, providing the resource for delivering contextual content to your teams in their moment of need and allowing them to learn in a more gratifying and effective way.

If you want to find out more about transitional training processes, or any other training information at all, get in touch with us today!

If you'd like help with your ongoing training procedures, get in touch with us today!

<http://www.usewhale.io>

