



Staff Development Services

Building Stronger Businesses One Employee at a Time Sept 1, 2004

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Hiring & Coaching

Supporting the New Employee with the Proper Training Part 5 in our series

“Building a Successful Business One Employee at a Time”

by John M. Beane

Supporting the New Employee with the Proper Training is the fifth article in our series, ***Building a Successful Business One Employee at a Time***. *Attracting Quality Candidates, Conducting the Successful Interview, Matching the Right Person to the Right Job, and Orienting the New Hire Into Your Firm* can be reviewed in issues 3, 4, 5, and 6 of our newsletter. Back issues are available at www.staffdevelopmentservice.com.

Now that the new employee understands your organization and what is expected of him or her through a good orientation process, the next step is to assure their long-term success with the firm. The best way to do this is to make certain they have what is needed to handle the work in a manner suitable to the firm. Often managers feel that the new hire has the experience to do the job without needing further training. This leads to the frustration of the new employee and an upset

manager when things are not done as they should be.

Early in the recruiting process it is usually decided whether the organization wants to hire people with experience or to hire people with little, if any, experience and then train them to meet the organization's expectations. However, it really does not matter as every new employee should receive training regardless of his or her work history and this is why.

Even though you may be identifying a particular job with the same title as everyone else in your profession it is unique due to the fact your firm is unique. Thus, in order to assure the success of every employee they need training whether they are new to the workforce or have been doing the same job for 20 years somewhere else.

A veteran employee likely has 'habits' or ways of doing things they bring with them from their former employer. When a person does a job a certain way over a period of time it is difficult for them to change, but training can help. In many training circles it is often said that you have to break

employees of their 'bad habits' before you can teach them your 'good habits'.

The inexperienced person needs training to get them up to speed and to help them understand what is expected of them in the role. Every new employee should be trained in the ways of your organization so everyone has an equal chance of being successful. The question is "how to do we go about that?"

The first thing to remember is to never let a departing employee train their replacement. For reasons known only to them, they may fail to provide instruction on all aspects of the job. Later, after the departing employee has left, it can come back to haunt you when the new employee lets part of the job go undone. Here is a much better method.

Select a person in each area of your organization to be the 'trainer' of new employees for that area. This person should be very good at the job and have a good ability to communicate. (continued)



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*Building Stronger Businesses
One Employee at a Time*

Welcome to These New Clients!

Cox, Cox, Filo & Camel — Lake Charles, LA
d'Oliveira & Morgan — E. Providence, RI
Boegh Building Systems — Denver, NC
Creative Custom Builders — Easton, MD
Alyn-Weiss & Associates — Denver, CO
Interactive Ink — Columbus, OH
Consumer Attorney Assoc. of LA — Los Angeles, CA

(continued from page one) This sets a very high standard for incoming employees and, if there is a problem with the employee, you can ask the person who did the training to do some additional work to help get the improvement needed.

If you do not have one outstanding person, assign portions of the job to each of the new employee's fellow workers so they can act as the trainer on that part. This team

training method creates two outcomes. One; the new employees get a well-rounded education and two; it makes the team responsible for the success or failure of new hires in their area.

All employees deserve a chance at success when they assume a new job. The best way to assure that happens is to match the person's interests with the job in the beginning. Then, make certain they understand the organization and its

idiosyncrasies during the orientation. Finally, provide the best training on your equipment and processes that you can. By doing these things well, you raise the bar for your organization and become a strong, successful firm.

Good Luck -- John

Ten Ways to Worry Less and Accomplish More

Author Unknown

1. Don't think of problems as difficulties. Think of them as opportunities for action.
2. After you've done your best to deal with a situation, avoid speculating about the outcome. Forget it and go onto the next thing.
3. Keep busy. Keep the 24 hours of your day filled with these three ingredients: work, recreation, and sleep. Don't allow yourself time for abstract thinking.
4. Don't concern yourself with things you can't do anything about. Armchair generals don't win battles, but they do have nervous breakdowns.
5. For the time being anyway, eliminate daydreaming completely. Stop building air castles.
6. Don't procrastinate. Putting off an unpleasant task until tomorrow simply gives you more time for your imagination to make a mountain out of a possible molehill. More time for anxiety to sap your self-confidence. Do it now, just do it now.
7. Don't pour woes and anxieties to other people. You don't want their sympathy - it'll merely make it easy for you to feel sorrier for yourself.
8. Get up as soon as you wake up. If you lie in bed, you may use up as much nervous energy living your day in advance as you would in actual accomplishment of the day's work.
9. Try to arrange your schedule so that you will not have to hurry. Hurry, a blood brother to worry, helps shatter poise and self-confidence, and contributes to fear and anxiety.
10. If a project seems too big, break it up into simple steps of action. Then negotiate those steps-like rungs in a ladder...one at a time. And don't allow yourself to think about the difficulties of step number two until you've executed step number one.

*What were you worried about this time last year?
Can't remember?*

As the song says, "Don't Worry - Be Happy!!"