

January 2016 NMRT Live Chat Summary

Topic: Tips and tricks for effective training of new employees

Q1: What is important when starting a job and how do you make sure employees get that? How do you make new employees feel welcome?

- not be given too much information at once
- make office culture transparent because people feel more comfortable when they know expectations
- know where everything is located and the basic mission and core values
- let employees know they won't know all and that we don't expect them to
- making them feel welcome is important
- make sure new employees are able to get familiar with the people and culture, not just their specific job

Q2: How can we make training more engaging and effective? What have you done that's worked and/or what ideas do you have?

- make training hands on and work on situations that you might come across on the job
- working on any questions that the new employee might have
- allow employee to have time to reflect and catch up
- gamification is really effective - jeopardy style with teams, treasure hunts, and buzzer beater rounds
 - icebreaker bingo
- ask the new employee what they want/what would help them learn better in their training
- tailor training to what they feel is important to help adjustment

Q3: What key topics must all employees learn during their first few days? How do we make sure they are not overwhelmed?

- key topics depend on the job position
- take breaks
- administrative clarity - who does what; learning office organization
- meeting everyone is key
- tour
- handouts can help new employees review information
- day in the life - walk through where/what is done

Q4: How do you/can we evaluate the effectiveness of training to improve next time? Why is effective training important?

- see effectiveness in the work
- ask and collect data from trainees
- keep track of any questions/problems so you can identify consistent training issues and know what to improve
- ask the trainee what would have helped

- make sure they understand before you move on
- surveys

Q5: What is the most important thing or things to do or keep in mind during training?

- end goal: if nothing else, you absolutely need to know ____ by the time we're done
- remember that people learn differently; allow time for reflection, questions and mistakes
 - be patient
- give background and context to why things are done the way they are
- take your time training and make sure to answer questions
- be open to new ideas - you can learn a lot from new employees