



New Hire Training
That doesn't suck.




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Celerity Staffing Solutions

Celerity Staffing is a local Wisconsin firm with eight locations throughout the state. With over 30 years of experience, Celerity's team of staffing professionals provide best in class staffing and recruiting services to employers of all sizes and industries.



With offices in **Beaver Dam, Eau Claire, Janesville, Madison, Oshkosh, Sun Prairie, Shawano, and Watertown**, Celerity Staffing is ready to support you.

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So what is so awful about new hire training?

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- Takes too long / Not enough time
- Doesn't really apply to the job
- Not enough staff / No dedicated trainer
- Not productive/ Loss of productivity
- Information not retained
- Boring / Not paying attention
- Lack of structure
- Wasted effort due to high turn-over

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"The only thing worse than training your employees and having them leave is not training them and having them stay."

- Henry Ford

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Guess What?


The New Hires think the training sucks too!

An *Indeed* survey reported that **39%** of employees that left their job within 6 months - would have stayed longer if the new hire process and training had been better.

Be as deliberate about TRAINING as you are about HIRING!

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4 Key Components of Training

- 1) Planning & Preparation
- 2) Select the Trainer
- 3) Training
- 4) Review & Refine

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Planning & Preparation - Build Your Team


Take advantage of the expertise and experience available

Include a combination of the following:

- Supervisors/ Leads
- Experienced Staff / Designated Trainers
- Recent New Hires

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Planning & Preparation - Build Your Team

Supervisors/ Leads

- Solicit feedback and input - then *LISTEN*.
- Build buy-in from staff for the training effort
- Ensure Safety and Procedural Compliance throughout

Experienced Staff / Designated Trainers


- Serve as Subject Matter Experts- in the duties and best practices.
- Identify the critical components of the job

Recent New Hires

- Share crucial information about their own experience
- Offer perspective regarding what worked and what *needs* work.

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Planning & Preparation - Scope of the Initial Training -

Consider the daily routine of the role-


Review Job Descriptions and SOPs in Advance!

- Is this really what you do and how you do it? Or are you training new people to **ignore** procedures and policies?

Prioritize Crucial Safety & Operations Training & Orientation


Take the New Hire's perspective & situation into account.

- Get feedback on the experiences of recent new hires and use that to refine training.
- Select Duties & Responsibilities that are most common and most easily learned.



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Planning & Preparation - Scope of the Initial Training

Carve out a specific subset of the duties to begin training immediately.


- Set SMART Objectives
 - Specific - Specific Tasks and Goals
 - Measurable - Clear threshold for success
 - Achievable - Realistic
 - Relevant - Applicable to the Role
 - Time- Bound - Timeframe to meet the objectives

Give New Hires a sense of their role & early success to build momentum and stay focused.



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Planning & Preparation - Getting Ready for Day 1

Training is an ongoing investment in your team. Not a To-Do List.

What does Day 1 of Training look like?


- What are the key items to cover?
 - Orientation & Tour - Provide Context to the work being done.
 - Facility Safety & PPE
 - Introduce key Team Members

What does Week 1 look like?

- What are the SMART Objectives for the 1st week?

Weeks 2-4?

- Based on achievement of prior goals-
 - Gradually expand the scope of training- What will be the next Objectives?



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Select the Trainer(s) - Group Training or Mentor/ Shadow system?

No program- **no matter how good**- can make up for a **bad** trainer.

Pick the right person -


- Combination of skills **and** attitude
- Committed to the program - **NOT** treating training as a *checklist*
 - Intentional & Invested
- This person is likely their single strongest link to the job and the organization.
 - Opportunity to build a relationship key to their long term success.

Training scenarios are a great way to demonstrate confidence in your staff and evaluate their leadership and promotion potential.



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Training -


Avoid a scattered approach. Make a deliberate effort to keep the focus on a specific subset of tasks identified in the planning process.

- Find Tasks/ Duties that are the best fit for someone new to the role. Use the feedback solicited in the Planning stage
- Provide clear context and explanation of the work being done. Don't make assumptions about prior experience.
- For the identified training material - offer *detailed* information
 - Work environment
 - Safety protocols & PPE requirements, Guarding, E-Stops
 - Job Hazards and best practices
- Set & Communicate clear expectations



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Training -


What Aspects of the Tasks/ Duties have proven hardest to train?

- What tips do the more experienced staff and those recently trained have to help improve the process?
- Monitor the Progress closely - identify key points where further clarification or instruction may be needed.
- Note what methods worked well and what portions were most difficult. Keep notes about how long it took to reach the identified SMART goals.
- Document the Training throughout the process - include sign offs from the Trainer and New Hire.



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Training - Next Steps

As New Hires demonstrate competency, add further compartmentalized training and SMART Goals to take on additional duties and responsibility.

- Devote additional training to those that have demonstrated required aptitudes, reliability and work ethic. Training and advancement serve as reward for standout performers.
- Training conducted over time, coupled with on the job activities is more effective and better retained.
- Document the Training throughout the process.
- Be honest with New Hires regarding progress and feedback.




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Review & Refine - New Hire Feedback

Once initial Training is completed, take the time to solicit & **DOCUMENT** feedback from recent New Hires:

- Ask Open-ended questions
 - What has your experience been like over the last weeks/ months?
 - How would you describe your training experience?
 - What worked well for you?
 - What do you think could be improved?
 - Are there tasks/ duties you found particularly challenging?
 - Do you have any remaining questions about your duties/ tasks?
- Do you have feedback to share regarding your Trainer?
- What do you wish you had known when you started?
- Based on your experience- what do you think would be most helpful for future New Hires getting started?




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Review & Refine - Re-Group with your Team

Review the New Hire Feedback-

- What feedback is there in common? What can be done to address those concerns?
 - **Use** the feedback to guide revisions to the Training Program.
- What was the "success rate"?
 - How many reached the desired goals within the planned time frame?
 - Does the time frame need to be adjusted? Longer? Shorter?
 - How many were unable to reach the goals?
 - Were there specific areas where New Hires struggled?
 - How can Training be adjusted?
 - Need to change hiring criteria?



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