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shot at staying. Give them the training they need, the way they need it, with...

Richard Roppa-Roberts • Apr. 17, 2019



So you now have your new hire in the door. Exciting, right?! Finally, someone to help with the workload that seems to increase at a welcome yet frightening pace. Finally, no more overloaded weeks, and you can finally do that spa day you have been craving.

Now what? Sure, the new person is great. That's why you chose them. But they're ****not**** you. They don't inherently know your processes. How do you get the knowledge out of your brain and into theirs?

First, relax.

They are never going to be you. But you can help them to become their best possible

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explanations in your own voice.

- ***Tactile?*** Maybe they need to control the mouse while you give instruction. Some people learn better by doing.

Once you've figured out the best way to train the new hire and you've completed training, how do you know if that training sunk in?

Inspect what you expect -It's a well-used adage that we've all heard. Let's break it down:

- ***Clearly defined goals*** – What do you want them to learn in the first week? The first month? If you don't set goals and milestones, how do they know what *your* expectations are?

- ***The right tools*** – Do you provide everything they need to get the job done? You wouldn't send a firefighter to a blazing house without a hose. What tools have you given your new hire to help him succeed?

- ***Understanding*** – Do they know what you mean? How can you tell? Make sure you've communicated in the ways *they* best understand.

- ***Follow up*** – Show me the money! Or the spreadsheet. Or the bank rec. Doesn't matter what it is, just ask them to show you the work. Be quick to point out what's right, but also take note of any areas that may need more training. The best tip I can offer is to “catch them” doing something right. Compliments and encouragement go a long way when training a still nervous new hire.

Regular and Frequent Reviews – Everyone likes to hear what they're doing right. It's your job to also make them welcome information about what they're doing wrong. Make sure you document any areas that require improvement. Give them

attainable goals for the performance you expect. “Last month it took you five days to

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