

Staff Training

Keeping Track

| Situation – Skill, Attitude and/or Knowledge prior to Staff Training workshop with rating | Knowledge transferred during course | Scoring Implementation Week 1 | Adjustment | Scoring Implementation Week 2 | Adjustment | Scoring Implementation Week 3 |
|--|---|---|--|---|--|--|
| <p>For example:</p> <p>Dealing with tough clients who will not adapt to the new system implemented, the clients are always still phoning for ABC department when placing orders no matter how often I tell them and then they become difficult when I ask them to adhere to the new system</p> <p>Current rating:</p> <p>Positive Speech – 2 TRUST - 2</p> | <p>Using positive speech (CAN DO) and the R of TRUST (Remember)</p> | <p>Definitely getting the CAN DO about 60% of time (3)</p> <p>Forgetting to give client(s) the tools with which to remember the system change (2)</p> | <p>will make sticky notes to remind myself and also</p> <p>ASK clients to make a note of the system change</p> | <p>Still doing well on the CAN DO about 60% of time (3)</p> <p>Clients are not making notes even if I ask (I am doing this 80% of the time) (3)</p> | <p>Would like the CAN DO to spread to my colleagues as well</p> <p>Maybe start emailing the client straight after the call as they are not writing anything down</p> | <p>Even better on the CAN DO, (80%) definitely helping clients to overcome the hurdles and even helping internally! (5)</p> <p>Much better after generic email compiled and mailed to each client...(70% better), just a few die hards and the not so frequent clients that forget (4)</p> |

Notes:

The example above is typical to a receptionist position.

At the training workshop two of the theories covered are **POSITIVE SPEECH (CAN DO)** and **TRUST**, being an acronym for a solution that is **Total, Remembered, Understood, Simple and Time Bound**. In this instance the clients needed to remember that there was a new system and how to go about it.

When Scoring try to use a percentage or number out of 5 or 10 enabling you to ascertain more fully what your progress is. Initial and future scores should be decided between the delegate and his / her manager, supervisor or colleague, e.g. if the delegate rates him / herself as 4 out of 5 in customer service and his / her partner rates them as a 2, the average of the two would be 3 out of 5. In each instance be sure to rate your current competency first, then the improvement over the coming weeks.

A buddy system can also assist, where you explain the theory to the individual and ask them to help you measure your progress.



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|--|-------------------------------------|-------------------------------|------------|-------------------------------|------------|-------------------------------|
| | | | | | | |
| | Knowledge transferred during course | Scoring Implementation Week 4 | Adjustment | Scoring Implementation Week 5 | Adjustment | Scoring Implementation Week 6 |
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