

retail training



ON - THE - JOB TRAINING

DURATION: 1/2 day

OVERVIEW:

On-the-job training that's easy...yeah right.

Have you ever struggled to understand why new employees take so long to learn new skills or in fact never seem to learn at all?

Often we get frustrated with the fact that employees do not do things our way or take twice as long as they should to complete a given task. Applying the correct training techniques will help you understand some of these frustrations and assist you in getting new and existing people to perform to the required standard.

EXPECTED OUTCOMES:

New and existing staff will learn quickly, correctly and have fun doing so.

You, the manager, will enjoy seeing results of applying your newly learnt skills. This will lead to less frustration on your part and greater confidence and speedier learning on the job.

CONTENT:

- Learning principles
- 5 step on-the-job training process
- Giving constructive feedback
- Video demonstration of the process in action
- Lots of practice sessions
- Implementation and monitoring