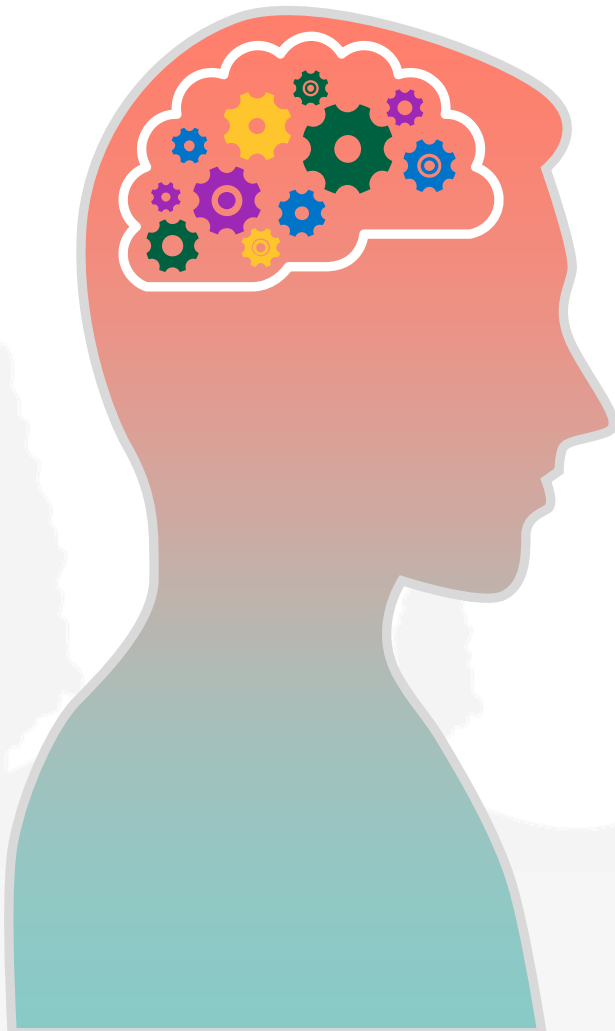


HR TRAINING FOR OPERATIONS

New Staff Induction and Fast-Tracking Skills Development



What you Will Learn Today



1

How to set yourself & your Team up for success from an Induction perspective

2

How to Fast Track & upskill existing staff returning to work

3

How you set yourself up for success as business owners, managers or team leaders for Optimal Performance

What are Your Objectives?



Create a brilliant and safe
customer experience



Executed by a



“Well-oiled” team that
plays to their strengths

Preparing your Mindset for Success



Be confident in your
recruitment process



Believe the team will
succeed



For hints & tips to help you build your team, check out the “**Recruitment Webinar**” & the supporting toolkit on the Fáilte Ireland Business Supports Hub.

Building Success Requires a “well-oiled” Team



You want a mix of experiences in your business



Seasoned colleagues who are experienced with how you do things



New recruits who bring a fresh perspective and outlook



Induction training is key to creating a well-oiled team



PART I

Why, What & How of Induction



New Starters

Returning Colleagues



Why do an Induction Programme?



Making Colleagues feel Welcome & Wanted



Connecting Colleagues & Creating Advocacy



Setting your Standards & Professional Tone



Mandatory Training



Creating EXCITEMENT, ENERGY, CAMARADERIE & FUN



Ensuring staff recognise the role they play in business success

4 Modules of Induction – I.I.T.T



INTRODUCTION

Introduce colleagues to the company & each other



INFORMATION

Provide colleagues with all of the key information they need to do the best job



TRAINING

Upskilling colleagues in areas of Mandatory & Important training








TOUR

Familiarisation walk around your premises or attraction & the different areas of importance for colleagues & customers

1. Introduction

Opportunity to tell all staff who you are as a company, what you stand for, what's important & who the key people are and for colleagues to meet each other & start to build their relationship

-  Ice Breaker
-  Colleague Introduction
-  Who are we as a Company? (Key People)
-  Our Values / Mission / Vision
-  Our Customer Promise



My Team

Complete this section with your Line Manager

```

    graph TD
      SL[My Team Senior Leader] --- LM[My Line Manager]
      LM --- C1[My Colleague]
      LM --- C2[My Colleague]
      LM --- C3[My Colleague]
      LM --- R[My Role]
      LM --- B[My Buddy]
      C3 --- DR[My Direct Report]
      C3 --- OR[My Direct Report]
    
```

Add in more team members if required

Day 1

Time	Location	Meeting with



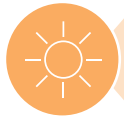
2. Information



Covid Protocols, Policies & Procedures



Business Specific Information



A Typical Day



Customer Charter & Guest FAQ's








Key Colleague Information



- Roster
- Buddy system
- Communicate methods e.g. Team Huddles
- On the job training – continuous and refresher
- Key policies & procedures (absence, break times, smoking rules, personal grooming & hygiene etc)
- Uniform standards
- Colleague Recognition
- Time off Requests
- How to get your payslip
- New Starter documentation

2. Information

Supporting induction with staff resources – such as...

-  Policies and procedures
-  Employee handbook
-  Uniform card with the customer charter
-  Key list of contacts
-  FAQ document



Do you want them to...

- Learn it
- Keep it safe
- Reference it with guests

3. Training

Mandatory Training

- HACCP & Food Safety Training for Food businesses
- Manual Handling
- H&S training
- GDPR
- First Aid & Fire Safety
- PPE equipment (safety shoes, High Vis, gloves, sanitiser, masks etc).

Company Specific Training

- Guest Relations & Customer Service
- How to handle difficult situations
- Upselling & Cross Selling skills



3. Training

Different styles of training delivery



Role play & scene sets



Classroom based



On the job & buddy training

A “Training Checklist“ is available as part of the toolkit

Template: Training Checklist & Matrix – New Starter

Name:		Role:	
Location:		Department:	
Start Date:		Line Manager:	

The below is an example list of training areas, use the template to complete as relevant to your business.

Role Title	Specific Role Title				
	Date	Trainer Signature	Staff Signature	Online/Classroom or On the Job	Refresher training date required
Mandatory Training					
Company Induction					
Manual Handling					
HACCP					
H&S – Risks & Reporting					
Fire Safety/Fire Drill					
E-Learning					
GDPR					
Responsible Service of Alcohol					
Customer Service – Visitor Welcome & Service excellence					
COVID Safety – Infection Control					
Cross Training / Other					
Departmental Standard Ops. Procedures					
Secure Cash Handling					
Customer Booking Enquiry handling					
Delivery - Goods In Check-In					
Line Manager Feedback					
Colleague Feedback					

4. Tour



COLLEAGUE AREAS



GUEST AREAS

PART II

Putting it Into Practice



Other HR supports

Recruitment Webinar and
accompanying toolkit

Managing Teams & Optimising
Performance video



Before – Top Tips & Tools

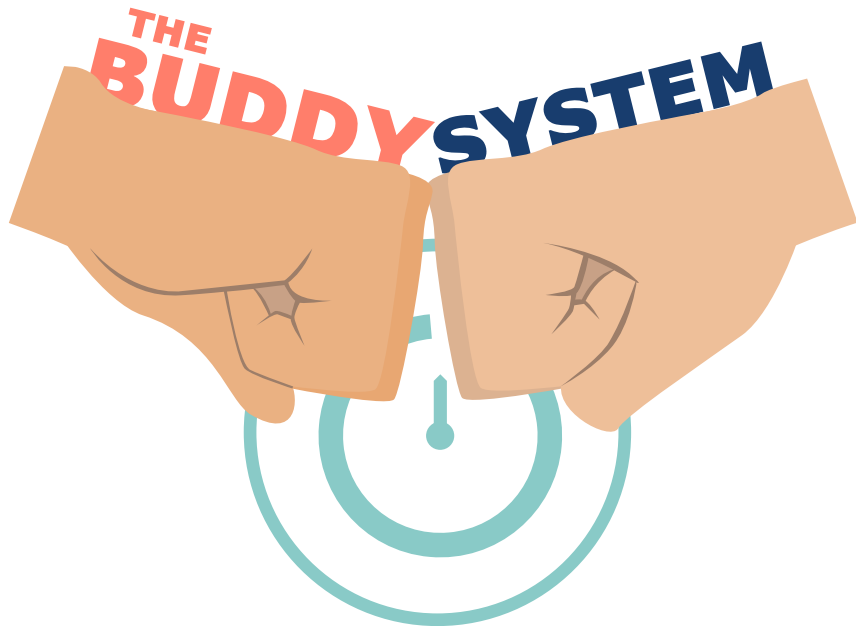
BEFORE



- Determine how long your Induction Programme is, what will be covered and who opens it
- Assign Owners to each segment – build excitement
- Can everyone do induction at the same time?
- Adopt a buddy system – existing colleagues mentor and guide new recruits, assist them to settle into the job and the organisation
- Who will do the training – outsourced partners or internal resource?
- Determine the materials & tools you will need
- Create and use the Training Checklist & Skills Matrix (in the toolkit)
- Create your guest FAQs

During – Top Tips & Tools

DURING



- Assign buddies
- Stick to the agenda & timings
- Do the important training first – mandatory training and who we are
- Encourage interaction, feedback & participant conversations – use ice breakers, quizzes to make it fun
- Line Managers meet new colleagues after induction to bring to desk/work area

After – Top Tips & Tools

AFTER



- Get into a routine of a de-brief
 - Chat with your team about what went well
 - Discuss and explore what didn't go well
 - Ask for input and suggestions about what could be improved
- Line Manager Check-ins – make checking in with colleagues the norm! Use the Training Checklist to assist the conversations
- Compile your skills matrix for future reference

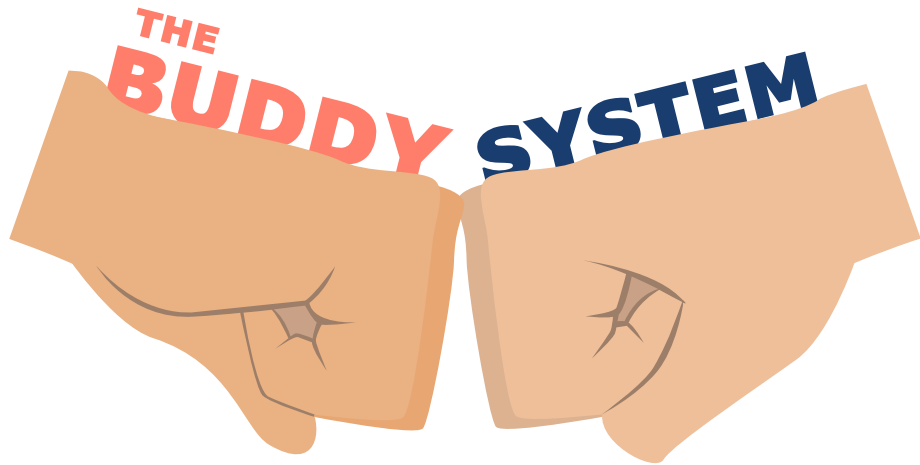
Established Returning Team

- 1 Arrange Team Huddle well in advance, define their role with new recruits (where relevant) and consider part induction/refresher elements
- 2 Appoint as a buddy for new colleagues
- 3 Empower them to identify where they could improve – use the Skills Matrix as a tool
- 4 Refresh mandatory training



The Buddy System

Training approach using existing “Shining Stars” to onboard & train new recruits in a formal but more relaxed setting



Buddies should be the type of employee your company wants to duplicate or clone because of how great they are



A buddy

- Partners with new recruits from the start
- Provides insight into the day-to-day activities and helps new recruit to fit in more quickly
- Shows the new hire around and goes over procedures and policies for induction
- Helps the new recruit become familiar with the company's inner workings and culture
- Is a great communicator – can provide information and encouragement to express their thoughts and concerns

Selecting a Buddy

Good understanding of company culture, purpose, mission and values and possesses a positive outlook

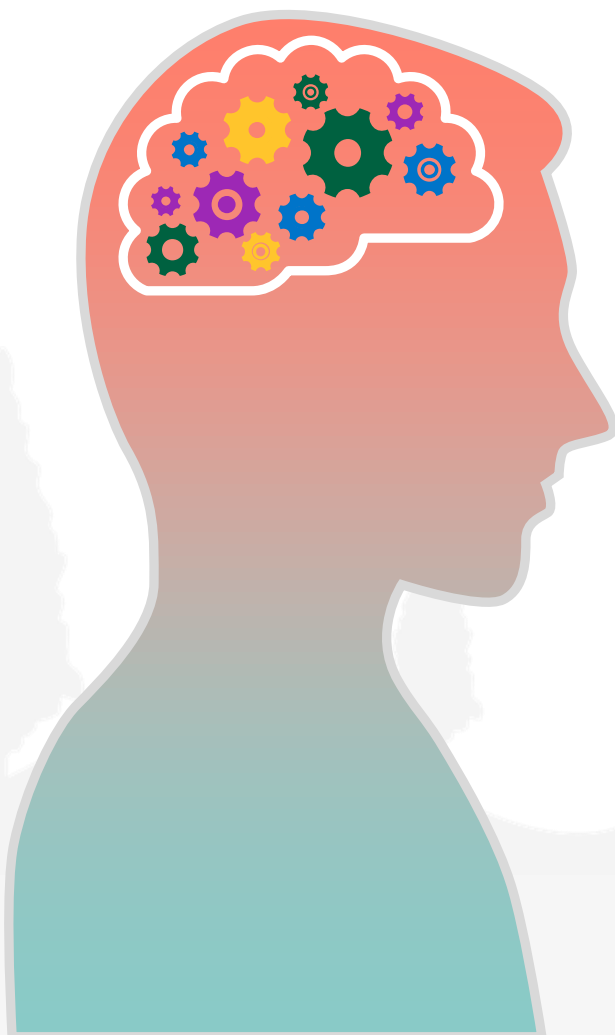


Buddy Ambassadors

Reliable source of information and encourage a sense of pride and loyalty

- ▶ Willingness and ability to mentor others
- ▶ Demonstrated strong past performance
- ▶ Has the time to be accessible to the new colleague
- ▶ Skilled or has knowledge of the new recruit's job
- ▶ Possibly a peer of the new recruit
- ▶ Excellent communications and interpersonal skills
- ▶ Is well regarded and accepted by current employees

Summary



1

Introductions

2

Information

3

Training

4

Tour