

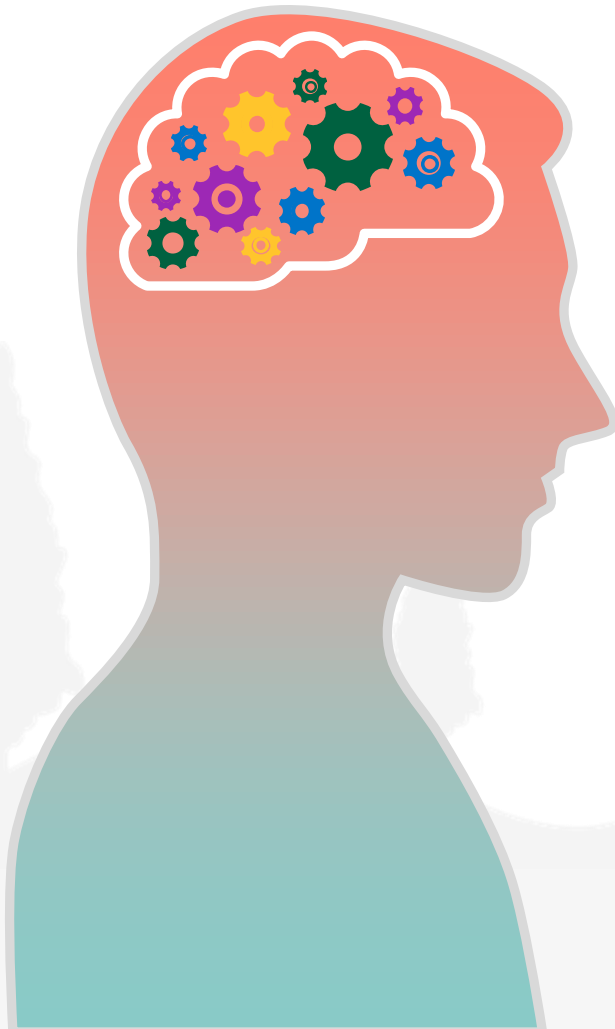
**HR TRAINING FOR OPERATIONS**

# **New Staff Induction and Fast-Tracking Skills Development**



# What you Will Learn Today

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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?

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Create a brilliant and safe  
customer experience



**Executed by a**



“Well-oiled” team that  
plays to their strengths

# Preparing your Mindset for Success

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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?

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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

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## **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**

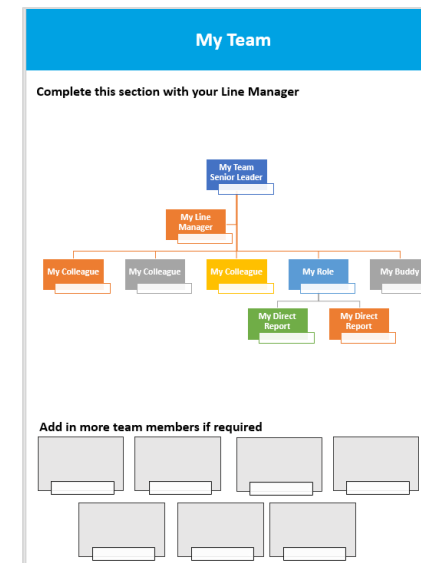
Familiarisation walk around your premises or attraction & the different areas of importance for colleagues & customers



# 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

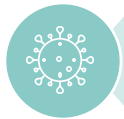


**Day 1**

Time	Location	Meeting with

## 2. Information

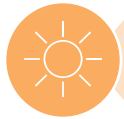
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Covid Protocols, Policies & Procedures



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

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### 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

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## 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

<b>Name:</b>		<b>Role:</b>	
<b>Location:</b>		<b>Department:</b>	
<b>Start Date:</b>		<b>Line Manager:</b>	

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
<b>Mandatory Training</b>					
Company Induction					
Manual Handling					
HACCP					
H&S – Risks & Reporting					
Fire Safety/Fire Drill					
<b>E-Learning</b>					
GDPR					
Responsible Service of Alcohol					
Customer Service – Visitor Welcome & Service excellence					
COVID Safety – Infection Control					
<b>Cross Training / Other</b>					
Departmental Standard Ops. Procedures					
Secure Cash Handling					
Customer Booking Enquiry handling					
Delivery - Goods In Check-In					
<b>Line Manager Feedback</b>					
<b>Colleague Feedback</b>					

# 4. Tour

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**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

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## BEFORE



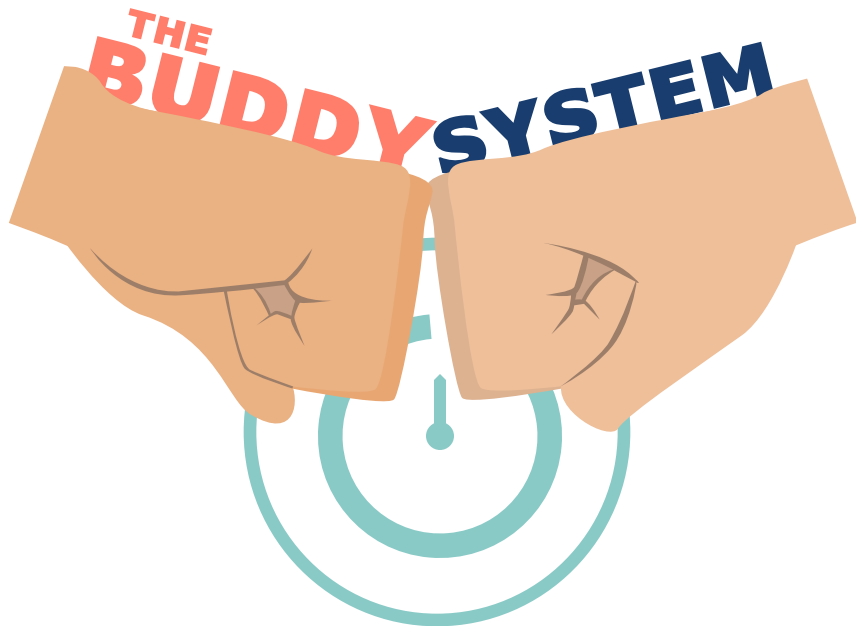
- Determine how long your Induction Programme is, what will be covered and who opens it
- Assign Owners to each segment – build excitement
- Can everyone do induction at the same time?
- Adopt a buddy system – existing colleagues mentor and guide new recruits, assist them to settle into the job and the 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

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## 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

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## 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

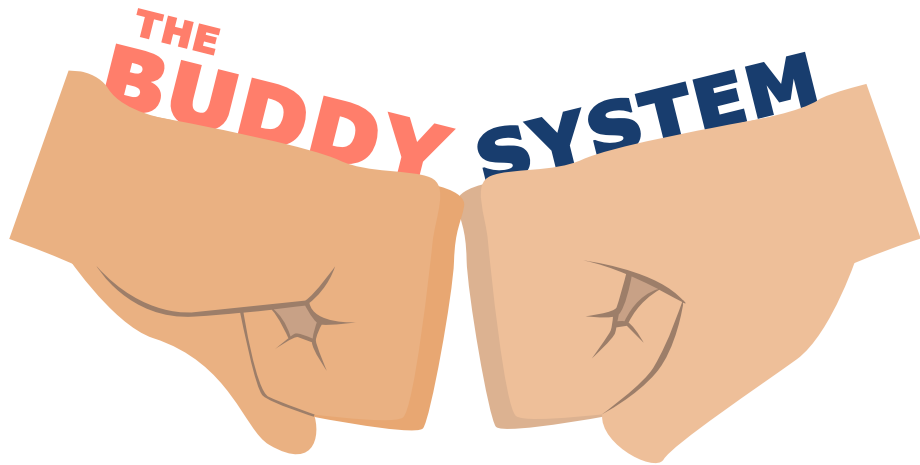
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- 1 Arrange Team Huddle well in advance, define their role with new recruits (where relevant) and consider part induction/refresher elements
- 2 Appoint as a buddy for new colleagues
- 3 Empower them to identify where they could improve – use the Skills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



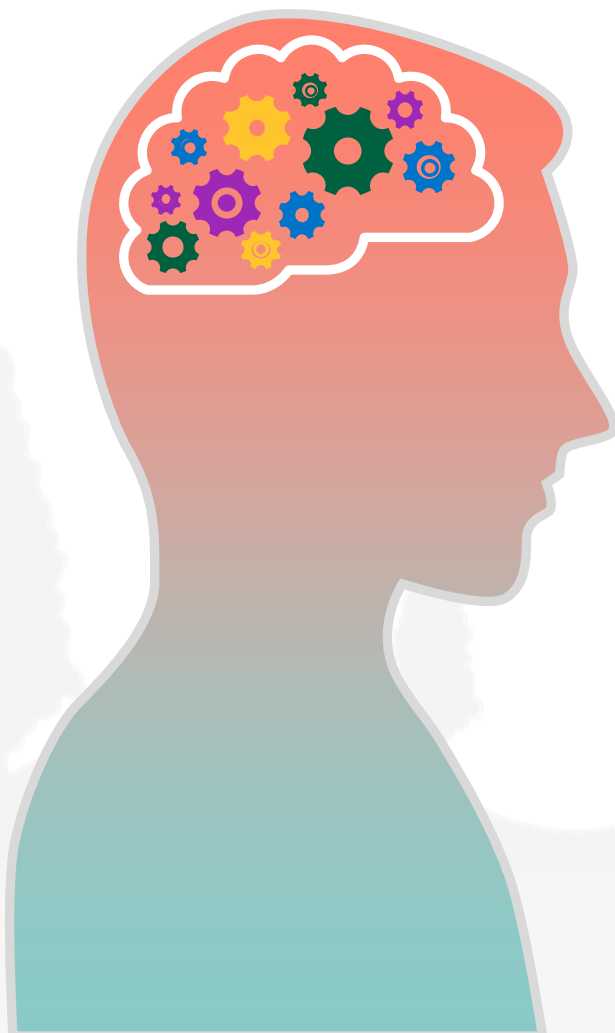
## Buddy Ambassadors

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

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1

Introductions

2

Information

3

Training

4

Tour