



Staffing *e*Trainer

Upgrade your Internal Training and Development and Impact your Bottom Line

Presented by: Rachel Modrak & Amy Munroe

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Meet your Presenters



Amy Munroe

50+ years in Staffing

Training Solutions for the Staffing Industry

eLearning
New Hire Toolkits
Live Training
Custom Development



Rachel Modrak

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“A company’s employees are its greatest asset, and your people are your product.”

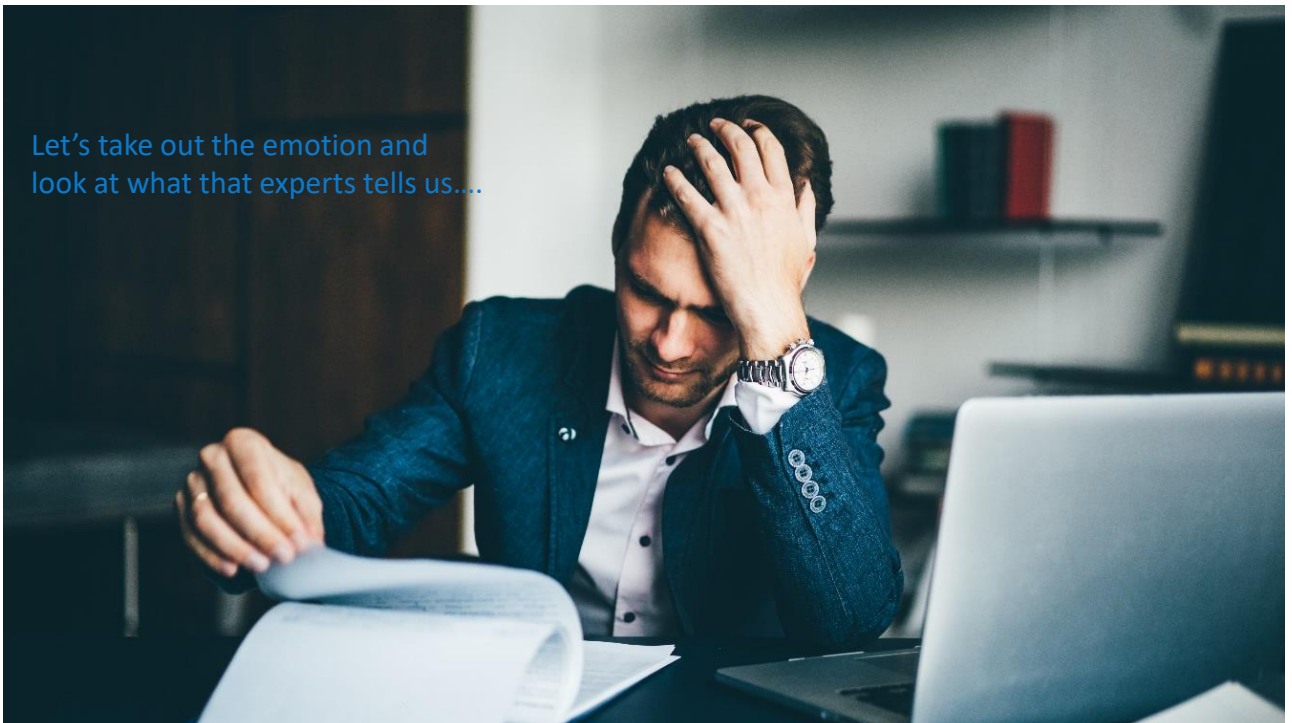
Richard Branson



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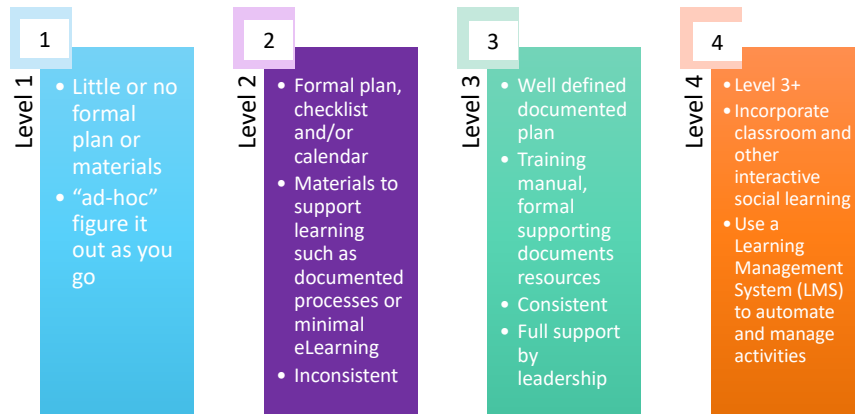
Let's take out the emotion and
look at what that experts tells us....



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Four Levels of Learning within Companies



Source: Brandon Hall

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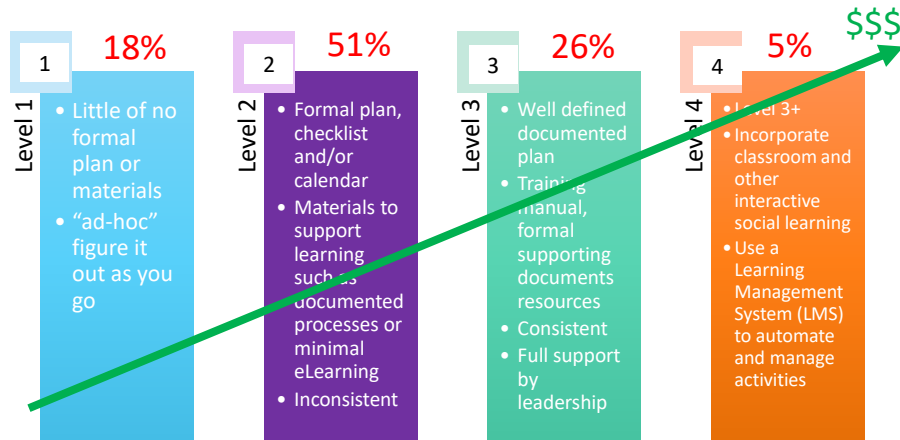
Poll Question

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Four Levels of Learning within Companies

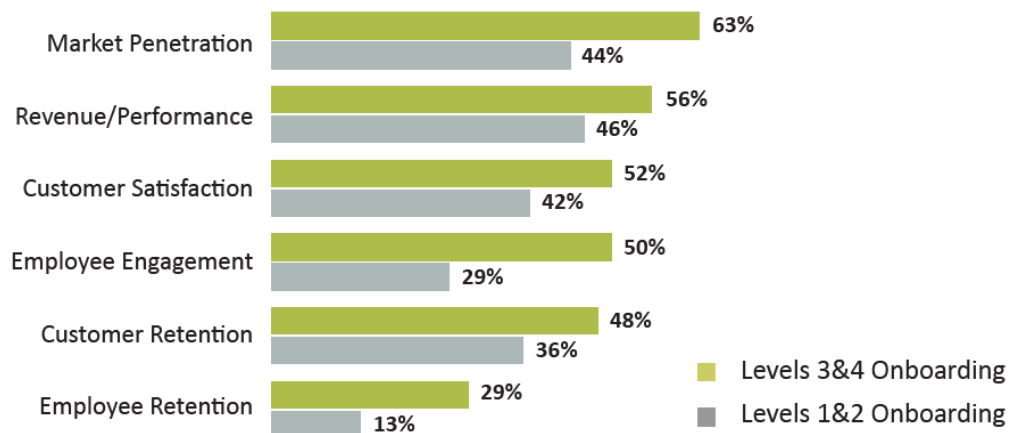


Source: Brandon Hall

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Percent of Organizations by Maturity Level Seeing Improvement in KPIs Over Past Year



Source: 2017 Brandon Hall Group Onboarding Survey (n=353)

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Our time together...

1

Build your
Program

2

Stop Telling,
Start Training

3

Pull Together
Content

4

Plan for
Challenges

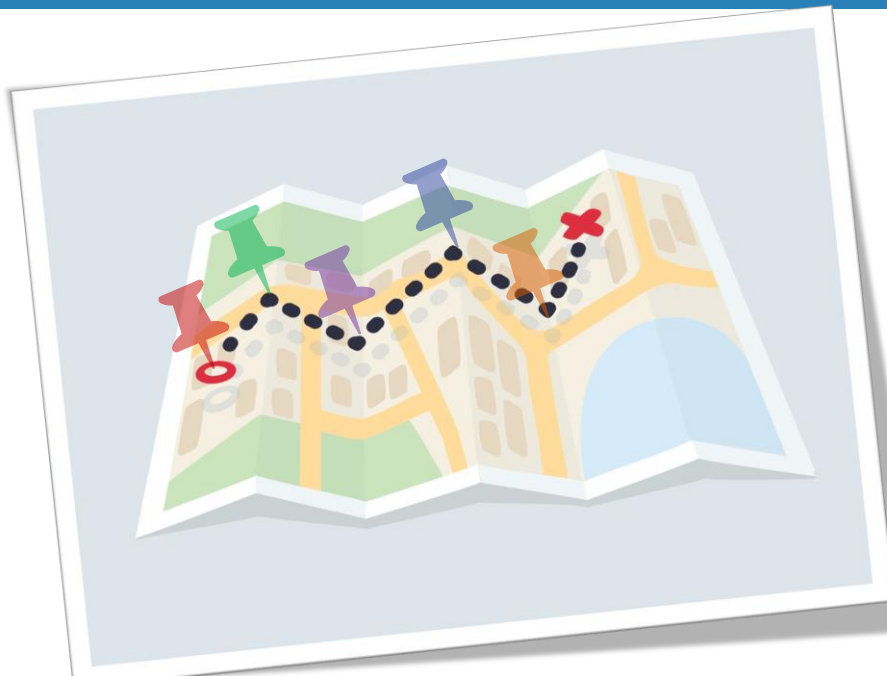
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Look for
Development
Opportunities

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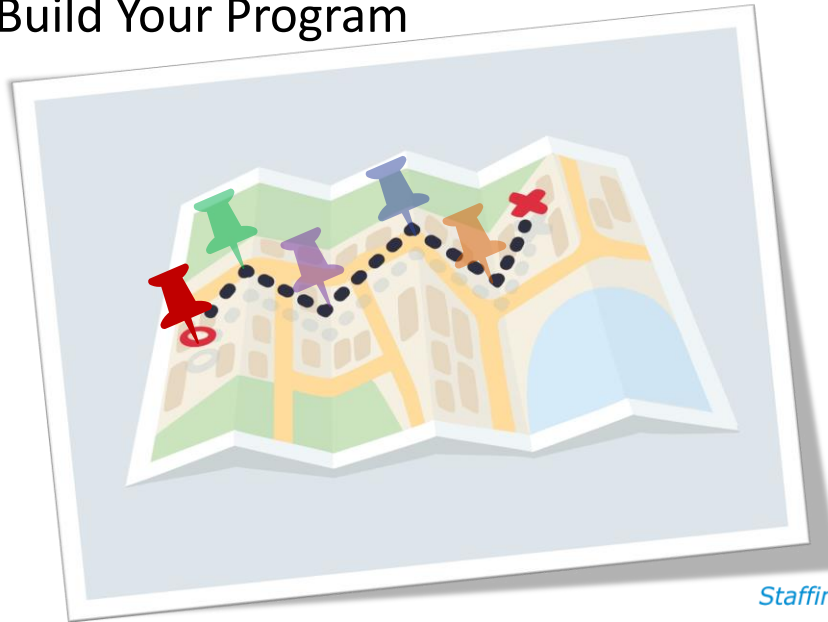
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Stop 1: Build Your Program

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Lay the Foundation - Needs Assessment



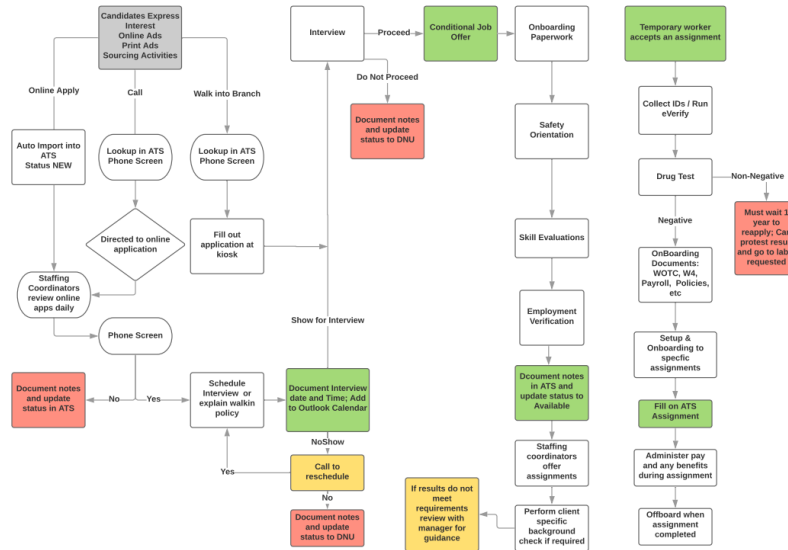
- ✓ What do they know well?
- ✓ Where do they struggle?
- ✓ What do they need to grow into next position?

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Build Your Program - Workflows



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Step-by-Step Procedures (Best Practices)

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Revision #: 1001a
Author(s): Amy Munroe

ASSIGNMENT CREATION

1. PURPOSE

The purpose of creating an assignment is to fill a single associate/candidate into an open order.

2. RESPONSIBILITIES

Anyone who has received proper assignment creation training can create assignments within Avionte. Training will be validated via assessments in the LMS.

3. PROCEDURE

PRECEDING PROCESS: Adding an order is required before an assignment can be created
FOLLOWING PROCESS: Payroll Processing/ message creation/ ending assignment

ASSIGNMENT CREATION PROCESS:

1. To add an Assignment, from the Order page select the **Assign New**.
2. Enter the appropriate information in the fields: (Training guide will provide all detail needed)
3. If there are discrepancies with any of the data, a warning message will be displayed.
4. The Order summary window is displayed with assigned employees listed at the bottom of the window.

4. METRICS NEEDED AND/OR IMPACTED

Identify metrics needed from Avionte software and can it be created out of the system.

KNOWN IMPACTED METRICS: Working Rosters by Client
Turnover Rosters by Client
Time to Fill Reports

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Poll Question

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Training Blueprint

Topic	Subtopic	Resources	Owner	Delivery
Sourcing Candidates	Voicemails	Script	Monica	Review Script Observe Role-Play Practice w/shadow Get feedback
Sourcing Candidates	Screening Calls	eLearning SOP Script	Chandler	Watch course Review SOP Observe Role-Play Practice w/shadow Get feedback
Sourcing Candidates	Entering New Candidates into ATS	SOP ATS video	Ross	Watch video Observe Practice w/shadow

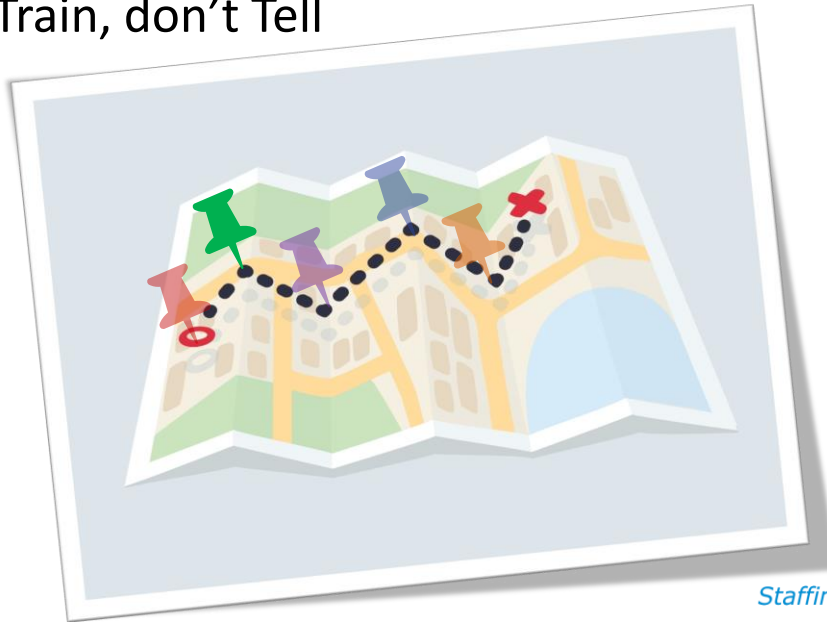
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Stop 2. Train, don't Tell



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I told her how to do
at least 3 times, was
she not listening?



The other
employees
understood this
within their first
week, why doesn't
he?

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Are you using...



“Telling” Tactics

- Send an email
- Explaining a process once
- Give documentation on process
- Stating subject in group meeting



“Training” tactics

- Show them
- Practice
- Role-Play
- Discuss

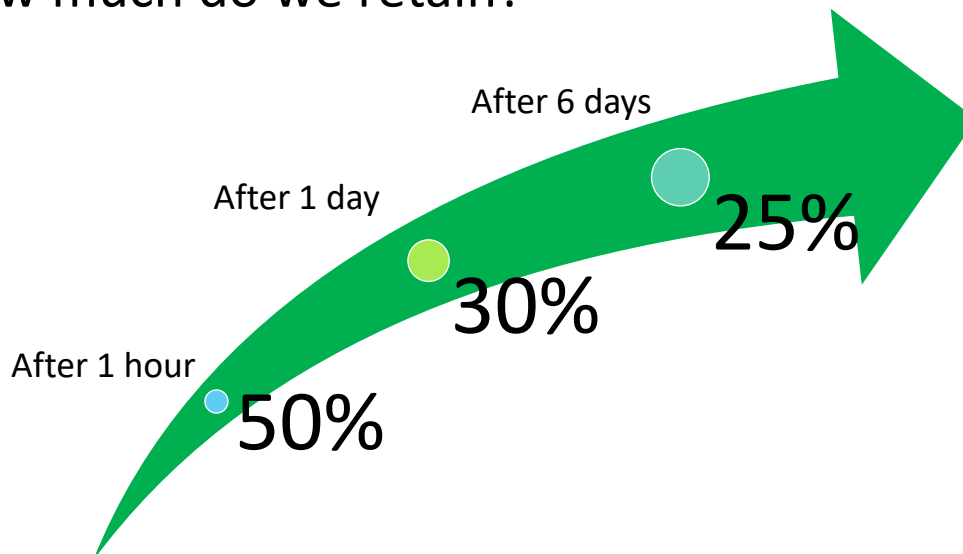
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How much do we retain?



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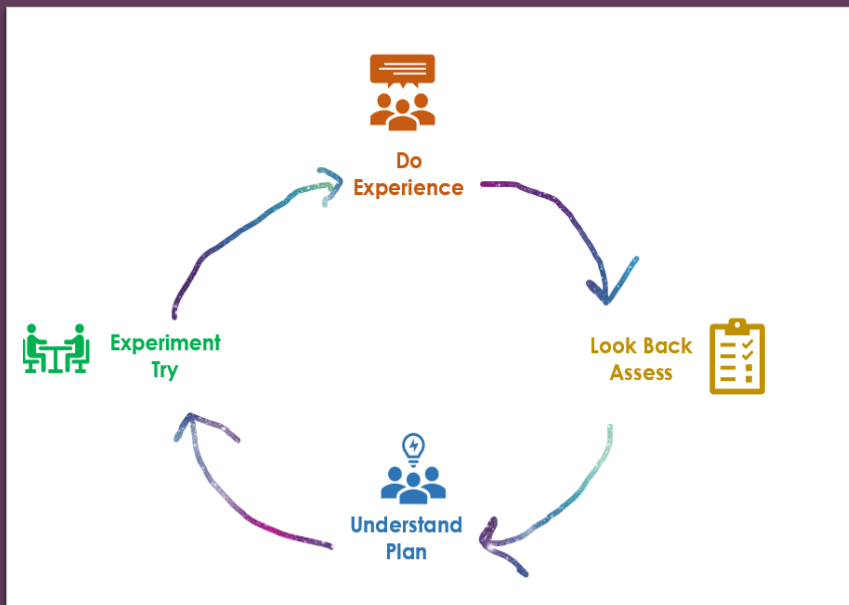
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VARK



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Stages of the Learning Process

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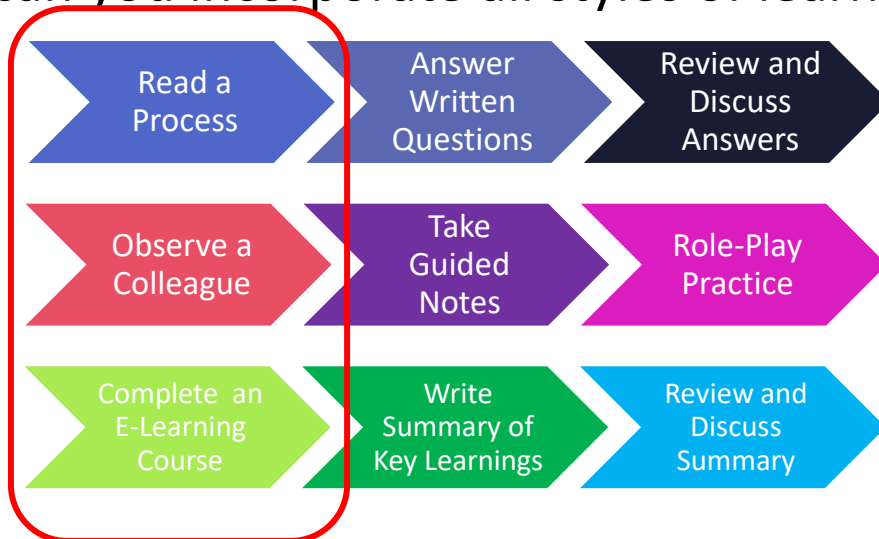
Poll Question

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How can you incorporate all styles of learning?



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Delivery Method	Visual	Auditory	Read/Write	Kinesthetic
Read: Manual, SOP, Document, Book, Website			X	
E-Learning	X	X		
Observe, Demonstrations	X	X		X
Role-Play	X	X		X
Answering (verbal) Questions		X		X
Answering (written) Questions	X		X	
Discussion		X		X
Podcast or Lecture		X		
Trainee Interviews Manager or Colleague	X	X		X
Practice by Doing		X		X
Chats, Graphs, Workflows	X		X	
Teaching Others	X	X		X
Q & A Sessions		X		X
Note Taking			X	
Self-reflection	X		X	X


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Blueprint



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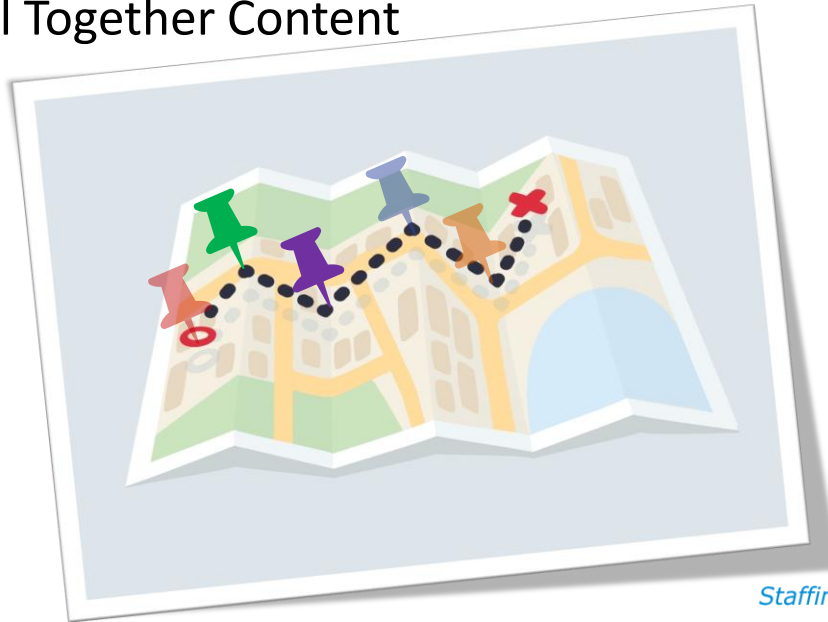
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Stop 3. Pull Together Content

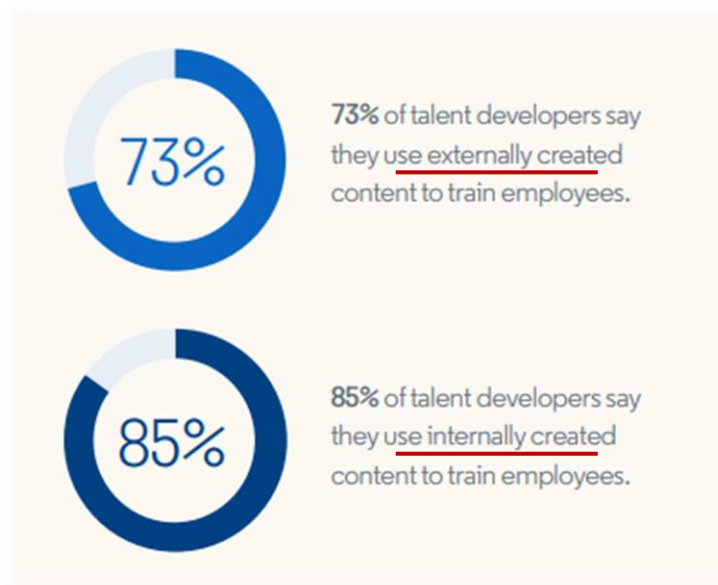


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Source: 2019 LinkedIn Workplace Learning Report

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Internal Content Ideas

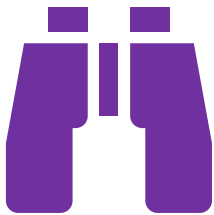
- Workflows, Standard Operating Procedures
- Employee Handbook (internal)
- Employee Handbook (external)
- Company Website
- Company Intranet or Shared Drive
- Scripts
- Forms
- Past Meeting docs or presentations
- Internal Staff
 - Colleagues in same role
 - Management
 - Colleagues in different departments

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External Content Ideas

- American Staffing Association (ASA)
- Staffing Industry Analysts (SIA)
- State staffing associations
- LinkedIn Learning
- Haley Marketing
- Blogs / Articles
- Free Webinars
- Books
- SHRM
- Youtube
- Vendors (ATS, Job Boards, Time Keeping, Risk)

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Stop 4. Plan for challenges



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The Top Challenges for L&D in 2020 are:

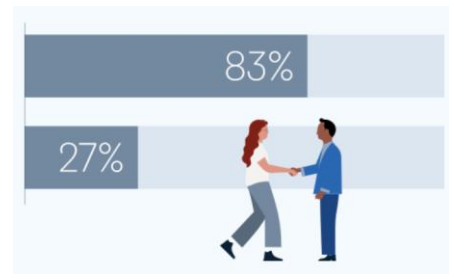
- 49% - Getting managers to make learning a priority for their team
- 42% Creating a culture of learning
- 36% Increasing employee engagement in learning
- 21% Identifying Skills Gaps
- 17% Getting Executive Buy-in

2020 Workplace Learning Report – LinkedIn Learning

83% of L&D pros say their executives support employee learning

But only

27% of L&D pros say their CEOs are active champions of learning



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What's holding you back?



Time



Virtual World



Dedicated Trainer

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Time Tips

- Define true needs
- Make it a priority
- Calendar block
- Plan self-led training

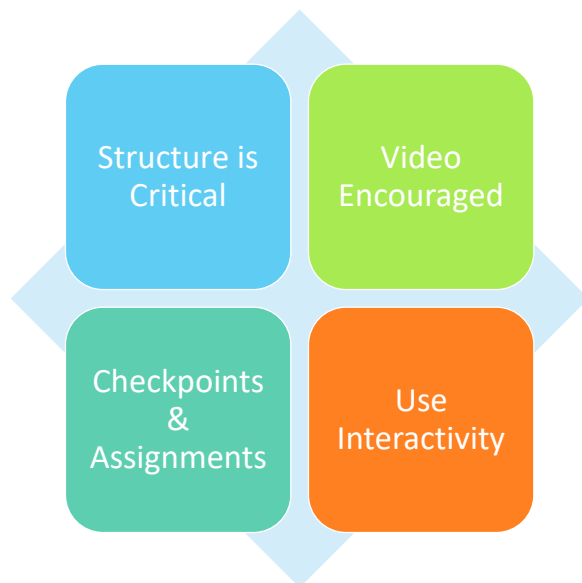


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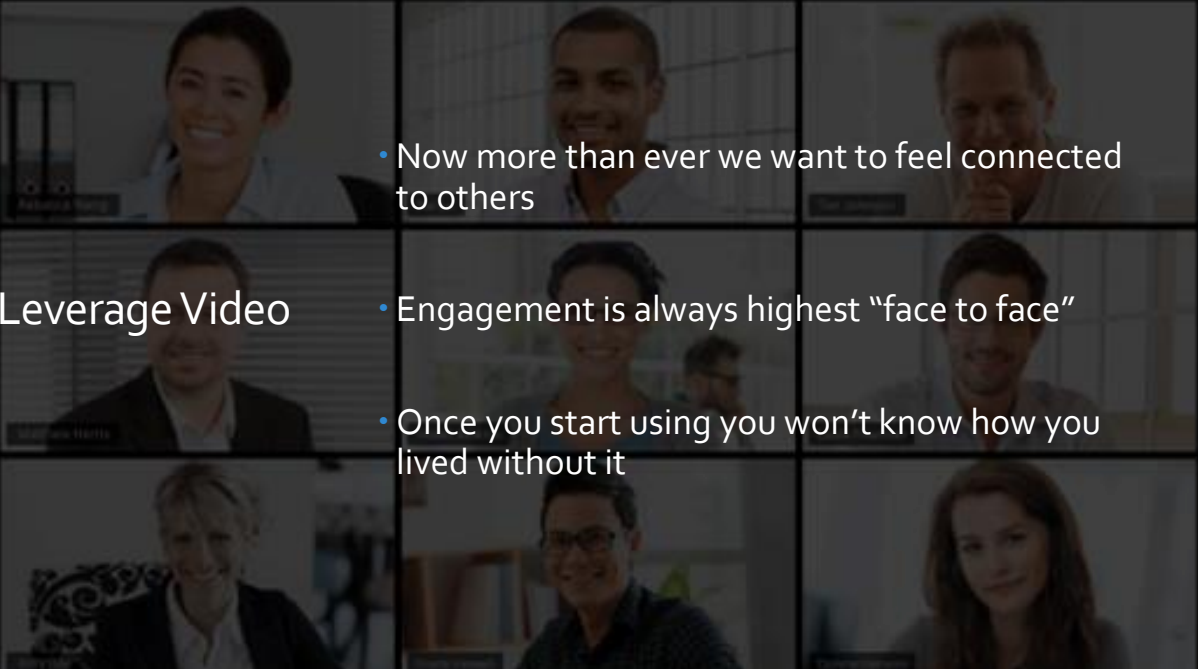
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Virtual Environment



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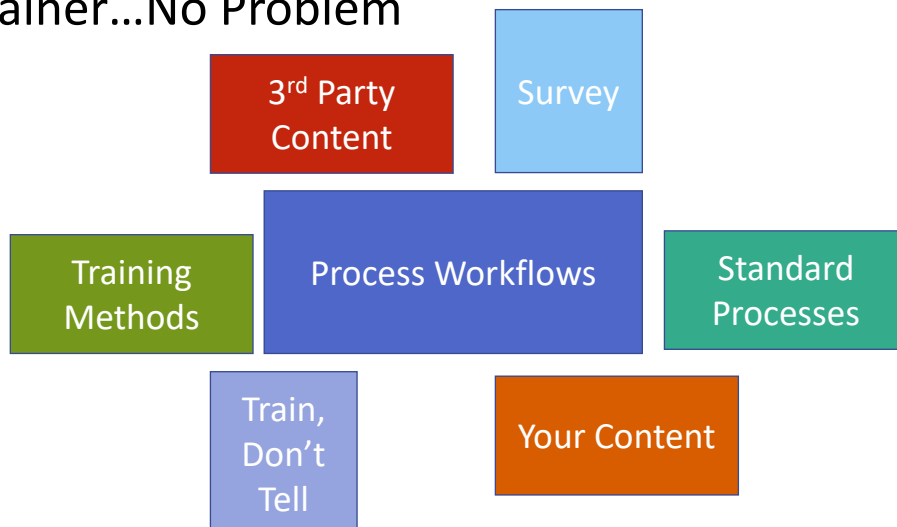
Leverage Video

- Now more than ever we want to feel connected to others
- Engagement is always highest “face to face”
- Once you start using you won’t know how you lived without it

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No Trainer...No Problem

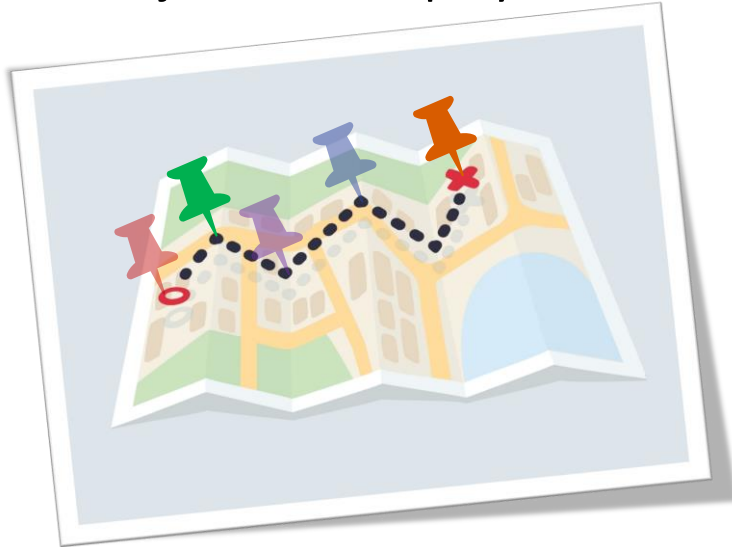


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Stop 5. Develop opportunities for learning for current team, not just new employees



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Poll Question

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“Why do I always need to hire leadership and salespeople from outside my company”



According to [PwC](#), 79 percent of CEOs state that a lack of key skills is threatening the potential growth of their organizations.



[Business News Daily](#) reports that giving employees the chance to expand their skill sets plays an important role in retention. Both Millennials and Gen X workers are more likely to leave a company within two years if they don't have the ability to advance.

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Talent Development Blueprint

Topic	Subtopic	Resources	Owner	Delivery
Business Development	Close more deals	Book: Gap Selling Senior Colleague	Monica	Read Book Discuss main concepts Practice/Coach Observe a Senior colleague
Leadership	Influence team	eLearning	Chandler	Watch course Create an implementation plan Setup monthly checkpoints
Strategy	Recruitment Plans	SOP eLearning Job board vendor videos	Ross	Review SOP Watch course, video Discuss with vendor Design and roll out new recruitment plan

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Idea: Create a Corporate “University”

- Design 4 levels: Freshman, Sophomore, Junior, Senior (blueprint it)
- Assign milestone to complete each level
- Leverage automation (LMS)
- Make it fun! Create a name, logo, brand

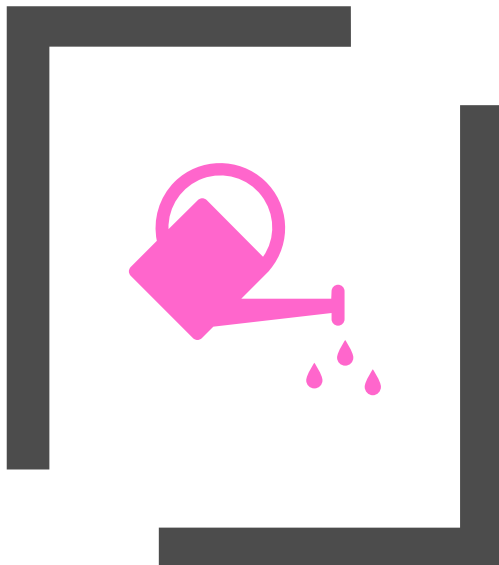
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Talent Development Ideas

- Ask them, don't assume
- Project participation
- Project lead
- Ask them to read a book, report back
- Train others
- eLearning courses
- Write a business plan
- Ask them to help solve a problem
- American Staffing Association (ASA) member, CSP/other certifications
- **Give feedback, coach them to be better!**

Anything we missed?

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Upgrade Checklist

- ☐ Needs Assessment
- ☐ Workflow
- ☐ Step-by-Step Procedures
- ☐ Blueprint
- ☐ Train, Don't Tell
- ☐ Pull Together Content: Internally
- ☐ Pull Together Content: Externally
- ☐ Select Topics Needed in first 30-60 days
- ☐ Include Self-Led Elements
- ☐ Create a Blueprint for Talent Development



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Training Solutions for the Staffing Industry

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New Hire Toolkits



Workbook
Trainer's Guide
Checklist
Evaluations
Resources
+more

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1 week 5 days 15 hours

- Industry & Product
- Value Proposition
- Structured Sales Process
- Generate & Qualify Leads
- Sales Calls & Appointments
- Overcoming Objections
- Selling solutions
- Closing the sale



January 25 – 29

March 1 – 5

ALL staffing specific!

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