

## How to Train a New Employee

**“You never get a second chance to make a first impression.” Oscar Wilde**

We believe hiring a new employee is one of the most important decisions you can make as an employer. All the time and effort you put into the hiring process hangs in the balance. It is a huge decision for your future employee as well.

One of the biggest mistakes we see business owners make time after time is not having a training system that does justice to their hiring investment. Below are six main components we feel every successful training process must include.

### Variety of Training Methods

We all learn differently. Having a training program that communicates clearly for different behavioral and learning styles is essential. Providing content in a variety of spoken, digital and printed forms such as PowerPoint presentations, videos, manuals, online resources and team-building activities are fundamental. All methods should reinforce each other.

### Spontaneous Training Opportunities

The most powerful training opportunities come from on the job experiences not in the classroom. Keep a look out for opportunities as they unfold. Point out incorrect behaviors right away. Reward correct behaviors to reinforce them. Give new employees safe learning environments to work in such as job shadowing, sitting in on senior staff meetings or giving presentations to eager and supportive staff. Ensure that alignment with the company's culture, long-term vision, mission, goals and strategies are in place right from the beginning.



## **Foster Peer Relationships**

Allowing employees to develop genuine and helpful relationships with their peers and managers is vital. This facilitates an understanding of proper roles and expectations, builds friendships and allows them to feel like they are part of the team. Institute a “buddy” system so new employees can work with a trusted and friendly senior staff member to answer questions and show the new person the “ropes.”

## **Make Connections**

Create a list of important contacts for your new employee. Provide their contact information, company role and some background on each person including their expertise, interests and hobbies. Point out things team members have in common to strengthen the bonds between them.

## **Be Available**

This is the most important element. Your new employee will be in a very steep learning curve especially in the beginning. They are trying to understand the culture of the business, the people in their work environment and the technical skills required to be proficient in their job. That is a tall order for most people. We have all been there before. Many times we experience this multiple times in the same or even in different careers.

Make it a point to check in with a new employee several times a week to see how things are going. Encourage all new hires to ask questions. The sooner people begin to feel comfortable the faster they will become effective and efficient team members.

## **Encourage Feedback**

Make sure to ask your new employee for feedback on the training process. Was it too much information too soon? Was the pace too fast or too slow? Were there things they would have liked to have learned but felt were not available to them or presented in a way they could easily understand? Using their suggestions, improve your systems and procedures as needed.

## **How We Can Help You**

[Pacific Crest Group \(PCG\)](#) provides professional services that keep your business focused on your critical objectives. We provide strategic Accounting and Human Resource (HR) services created specifically to help you meet your goals. Through exemplary customer service, clearly defined policies and procedures as well as a forward-looking perspective, we provide the outsourced

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