

"Daily Download"

Quick Reference Guide



The tool is intended to aid in the end of day conversations with Service Area Trainers and Trainees regarding training progress. These check-ins with the Trainee at the end of every shift are intended to strengthen relationships, verify understanding, clarify expectations, and assist in employee development.

Expectations

Begin conversations by sharing the intent to identify ways to help the Trainee and develop plans to overcome obstacles. Ask questions to better understand where the Trainee is on their learning and skillset journey, then carefully listen. Ensure both Service Area Trainer and Trainee are equally heard, being sure to escalate any issues to the Store Manager. These discussions should review any completed training courses, hands-on demonstrations, practice reps, or shadowing performed. Listed below are the required conversation points along with suggested example questions.

Conversation Points:

Conversation with SERVICE AREA TRAINER to determine Trainee's location in learning journey.

- ❑ Establish Service Area Trainer's view regarding confidence level of Trainee.
 - *How did today go?*
 - *What is one thing that went well? What is one thing that didn't go so well?*
 - *What strengths did the Trainee display?*
- ❑ Assess LMS Observation-ready areas or processes.
 - *What task(s) are ready for LMS Observations (Certification)?*
- ❑ Identify and discuss development roadblocks, including any behavior or mindset issues.
 - *What do you see as the Trainee's biggest struggle/opportunity?*
 - *How can I better support you?*

Conversation with TRAINEE to build relationship, gain understanding, and verify training needs.

- ❑ Determine confidence level of Trainee.
 - *How did today go for you?*
 - *What is one thing that went well? What is one thing that didn't go so well?*
 - *What do you feel is your biggest strength currently?*
 - *What do you think you are struggling with most right now?*
- ❑ Assess LMS Observation-ready areas or processes.
 - *Based on discussions with your Service Area Trainer, what task(s) are LMS Observation-ready?*
- ❑ Identify struggles and determine support opportunities.
 - *Which process would you like more practice/ reps with?*
 - *What is holding you back the most?*
 - *How can your Service Area Trainer better support you?*

With the Trainee, update the Service Area Training Plan Board and Mentorship Planning Report.