

Service Area Trainer

Daily Training Duties QRG



This tool is intended to outline the specific training responsibilities and expectations for Service Area Trainers as they facilitate interactions with assigned Trainees.

Start of Session

- Until Trainee is assigned, continue normal job duties per scheduled role.
- Once assigned, based on WAM's communication regarding Trainee's learning needs:
 - Review the necessary learning objectives with Trainee from previous shift.
 - Ensure clarity with Trainee on next steps and continue practicing current learning task, as noted on the appropriate Training Timeline.
 - Once Trainee has completed eLearning courses, ensure Practice Observation is printed from the [DTU Learning Path](#) KC page.

During Session

- Share relevant topics to be applied in the training session and disclose expected outcomes.
- While following proper procedures as noted in the DTU modules and Best Practice Documents:
 - Perform demonstrations while verbally explaining processes.
 - Maintain an emphasis on Safety and Quality while improving efficiency.
- Ensure Trainee begins all vehicles, performing any task in which they have completed the necessary eLearning coursework and practice.
- When applying current eLearning task on vehicle, ensure Trainee uses Practice Observation sheet to assist learning.
- For all other tasks, take over and demonstrate the work while Trainee continues to observe it in action.
- Allow Trainee enough practice time to develop, while appropriately preventing Safety/Quality concerns.
- Verify Trainee understanding by observing behavior, asking questions, and having conversations.
- Coach and provide feedback to assist Trainee's critical thinking and improve Best Practice execution.
- Once adequate demonstrations and practice are complete, instruct Trainee to see WAM for next steps.
- Perform normal duties per scheduled role until paired with Trainee again.

Session Closing

- Complete "Daily Download" conversation with WAM, reporting out Trainee progress, strengths, and opportunities – See [Daily Download QRG](#).

IST TRAINING CAPABILITIES

Three Phase Review

MODELING	"Trainer Tells – Trainer Does"
Trainer	Role models and explains Best Practice
Trainee	Observes and asks questions
TEACHING 1	"Trainee Tells – Trainer Does"
Trainer	Follows instructions to perform work
Trainee	Gives instructions for Trainer to perform
Important Note: After each eLearning, Trainees will print and use the Observation Checklist during the first handful of reps with their Trainer.	
TEACHING 2	"Trainee Tells – Trainee Does"
Trainer	Observes to prevent Safety/Quality issues
Trainee	Performs tasks and speaks to the work
Important Note: To avoid injury and damage, Trainers need to stay alert and ready to assist.	
COACHING 1	"Trainer Tells – Trainee Does"
Trainer	Observes and gives feedback
Trainee	Performs work and uses feedback given





In-Store Training Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed.

Modeling

Done	Actions
	Observes to understand Best Practices processes as they fit into Workflow.
	Comprehends the basics of what happens during each Best Practice process.
	Understands how and when equipment is used.
	Returns tools and cleans in the moment.
	Asks questions when clarity is needed.

Comments



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Teaching

Done	Actions
	Speaks to Best Practice process in a detailed way that is easy to comprehend.
	Explains the reasons behind each task as it is demonstrated.
	Appropriately answers Trainee's inquiries.
	Utilizes various techniques to increase Trainee's understanding.
	Questions the Trainee to ensure no additional clarity is needed.
	Observes Trainee's actions to verify ability.
	Allows time to complete task while preventing Safety & Quality concerns.

Comments

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Coaching

Done	Actions
	Observes process details being performed while minimizing distractions.
	Identifies proper versus improper behavior.
	Praises to motivate all acceptable actions.
	Notifies Safety & Quality concerns/issues and addresses them immediately and respectfully.
	Asks open-ended questions to determine if more instruction is needed.
	Offers solutions that guide and/or correct behavior.
	Re-clarifies with words and actions, as needed, to ensure expectations are understood and performed.
	Develops Trainee's critical thinking skills through guided conversations.

Comments