How to Train a Team Member System

The purpose of the **How to Train a Team Member System** is to provide a process to train internal team members and ensure that all team members are following our PA systems.

It is up to the manager to ensure that the team member is 100% competent in the system.

Success:
- The team member understands the importance of the task they are learning and how this task fits into the bigger picture
- The team member is clear on our expectations of what success looks like and doesn't look like when executing the system
- The team member is asking questions about the system
- The team member follows the process and reports in for accountability

I do it/ Trainer does it

Team member to run through the system/ Watch training video of the system

Team member to take their own personal notes & ask any questions to the manager

Meet with the manager to run through their understanding of the system

Manager to explain why we do things this way and handle any questions from the team member

Manager to then show the team member how they would execute the system so the team member can visually see the task

Manager to give homework to the team member

Organise next training session where you will watch the team member go through the system with you

PRACTICE
ACCELERATION
RAPID PRACTICE GROWTH

We do it (Trainer & Team Member do it)

Manager to review homework from the team member

Do it together.

Watch the team member execute the system & give feedback on how to improve the process/ speed of execution

Answer any questions from the team member.

Coach the team member through any road blocks.

Assign homework & then a date to review it.

You do it (Team Member does it)

Manager to review homework from the team member

Team member to walk the manager through the system from start to finish

Manager to sign off that the team member is competent in the system.

If the manager believes the team member needs more training then assign homework & organise another review meeting.

Ongoing Audits:

Weekly audit of the new system to be performed for the following 2 weeks

System to be audited randomly each month