

SUPPORT YOUR TEAM!

10 tools to help business owners, managers and supervisors encourage innovative and passionate employees

▶ USE THIS TOOL TO COACH MANAGERS & SUPERVISORS

TOOL 2 of 10

▶ EMAIL THIS TOOL TO YOUR WHOLE TEAM FOR DISCUSSION AT THE NEXT STAFF MEETING

Continuous learning

Create a Learning Environment

- Implement a "Learn at Work" week
- Invite a guest speaker to your staff meeting
- Send interesting articles to your whole team
- Host a "lunch and learn" on a compelling topic
- Advertise local training opportunities
- Post industry information in the staff room
- Make the local newspaper available
- Encourage employees to learn as a team

Consider this . . .

Support your employee's extra-curricular learning by encouraging their participation in **Professional Associations**. Financial support not in the budget? No problem! Instead look for ways to provide the time to participate or simply make the information available. Encouraging employee development will show your support for your team while also allowing the company to take advantage of new skills and thoughts.

If you find yourself saying . . .

"My employees can't be bored. They are always busy."

That may be, but there is a big difference between being busy and being **challenged**. Shake up your employees workday and let them learn something new through job shadowing, or cross-training opportunities.

THE OPTIONS ARE ENDLESS . . .

...Coaching....Peer Groups.....Cross-Training.....Formal Education.....
...Mentoring.....Conferences.....Workshops.....E-Learning.....Articles.....
...Experiential Learning.....Webinars.....Peer Groups.....Seminars.....
.....Online Discussion Boards.....Cross-training....Lunch & Learns.....

TOOL OVERVIEW

In your company you've strived to ensure that your employees can get the job done in an efficient and effective manner. You have good systems in place and everything runs like a well-oiled machine. Things couldn't be better, right???

So why are your employees constantly watching the clock? How come you're always hearing whispers about boredom? The reason shouldn't shock you, it's the same thing day in and day out. The challenge that your employees experienced when they first came on board is long gone.

You may be surprised, but the opportunity to learn something new can totally **revive** an employee's outlook on the workplace. Better yet, continuous learning doesn't have to be time-consuming or even costly. Plus, there are so many options you can be guaranteed to find an activity that fits your budget and busy schedule.

Reality Check

Beware of **information overload!** Strive to keep things fresh without overwhelming your team. The goal should **always** be to keep workplace learning something everyone can look forward to.

THINK OF CONTINUOUS LEARNING AS A WAY OF **INVESTING** IN YOUR TEAM. STICK WITH IT AND YOU'LL BE SURE TO SEE A PAYOFF!

Is there such a thing as . . .



TOO MUCH OF A GOOD THING?

Want value? Invest in your team!

It's no question that training is paramount at **Families First Funeral Home**. It's what makes the team so great at what it does.

Training methods such as job shadowing and mentorship are considered key at **Families First Funeral Home** as they encourage junior team members to learn from more experienced team members. Additionally, monthly in-house training seminars are provided, where topics range from customer service standards, to new procedures, to day-to-day operations and much more.

Most importantly, all team members are asked to seek out new forms of training and learning opportunities and bring them forward so that the **Families First** team can continue to provide exceptional customer service.

Families First Funeral Home: <http://www.familiesfirst.ca/>

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