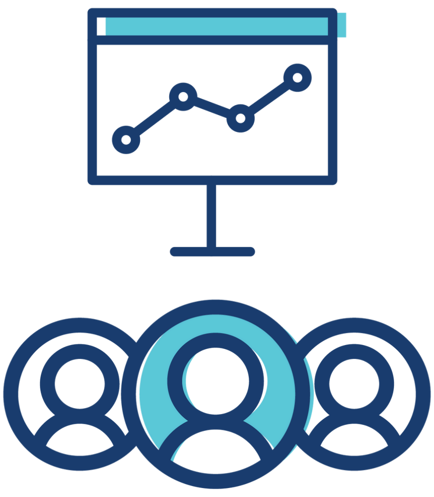
5 WAYS TO IMPROVE EMPLOYEE TRAINING & CUSTOMER SERVICE

1 BECOME A CREATIVE COACH

Training associates one-on-one is an important task, but it can take up a lot of a manager's time. Instead, consider starting training with a short discussion and then a video or a handout they can keep nearby. At the end, have a few brief words and answer any questions. If an associate's activity seems negligent later on, consider an in-person retraining.

2 CONSIDER JOB SPECIFICS

Consider each associate's role to avoid misinterpreting legitimate actions as errors. For instance, employees may use the "No Sale" function for valid reasons, like giving change or storing receipts. However, frequent misuse could signal suspicious behavior. Align training with job duties to prevent unnecessary retraining.



3 CURATE BEST PRACTICES & TRACK IMPACT

It's common for each manager to have their own training style. To make your training even more effective, host a team workshop to share best practices and brainstorm ideas. Once you've established a good approach, roll it out everywhere, and make it a point to start tracking the impact of the coaching on retention rate and customer service. It should always be improving.

4 FOCUS ON THE DATA

The data can show you which associates need more training and what topics need more clarification. On an individual level, look at how many times an associate has been coached overall. Are they for the same things? Do work factors need to be considered? How many coaching sessions is too many, and when is it time for dismissal?

5 FIX THE PROBLEM, NOT THE EMPLOYEE

If you're seeing a lot of warnings for the same transaction type from a group of employees, it may be due to causes beyond their control; e.g., the posted price may not match the sales price. Correct the issue, not the associate.