

## **Improve Your Return on Investment**

“Why can’t they learn to do the job right?” a common phrase heard in companies all across the country. You have even said it once or twice yourself. So what’s the problem?

Your Human Resources department or external recruiting firm has done an excellent job screening candidates before hiring. In fact, the majority of your hires were interviewed by the team they would be working with. Still new employee performance falls short of expectations.

You even assigned your very best operator to train the new employees. The result, production dropped while the operator was doing the training and the new employee did not meet expectations.

In many cases it is the training itself that is the root cause of your issue. It isn’t that the trainer does not know the job. It is simply that the best operator may not have been given the opportunity to develop the skills necessary to train others.

You have resisted bringing in outside training consultants because “they don’t know how we do it here”. Rather than have the consultant train your new employees, consider having them train your trainer. With basic skills developed through a structured Train-The-Trainer program you can take your best producer and make them your star trainer.

You have already invested a great deal in developing your best employee. Now invest a bit more and give him or her skills to properly pass along their knowledge. This investment has proven time and time again to return a significant Return on Investment.

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