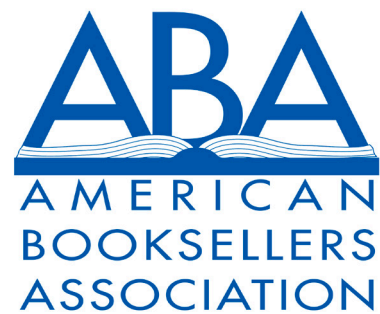




5 STEPS FOR EFFECTIVE ON-SHIFT TRAINING



LED BY TIMO ANDERSON FOR



JUNE 5, 2023



OBJECTIVES

By the end of the workshop, you will be able to:

1. Use the 5 Steps to Effective On-Shift Training.
2. Share and practice new tools and techniques with fellow participants.
3. Feel more confident in your abilities as trainers.
4. Call upon a network of peers to get past roadblocks.

ZINGERMAN'S TRAINING COMPACT

Trainer agrees to:

1. Document clear performance expectations
2. Provide training resources
3. Recognize performance
4. Reward performance

Trainee agrees to:

Take responsibility for the effectiveness of their training

STAGES OF LEARNING A SKILL

U _____	C _____
C _____	C _____
C _____	I _____
U _____	I _____



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5 STEPS FOR EFFECTIVE ON-SHIFT TRAINING

1. PREPARE

2. TELL

3. SHOW

4. DO

5. REVIEW

5 STEPS FOR EFFECTIVE ON-SHIFT TRAINING

1. PREPARE

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2. TELL

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3. SHOW

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5 STEPS FOR EFFECTIVE ON-SHIFT TRAINING

4. DO

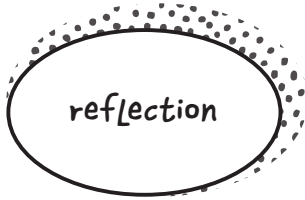
5. REVIEW

Liked Best / Next Time

Positive, future-focused feedback

1. Ask the trainee what they liked best about their performance.
2. Trainer describes what they liked best about the trainee's performance - reinforcing what the trainee shared and adding their own positive observations.
3. Ask the trainee what they would do differently next time.
4. Trainer gives specific suggestions for what the trainee might do to improve the next time.

ZINGRIBBON



- You are a supervisor at ZingRibbon, the latest Zingerman's business.
- You have just been put in charge of training for new hires and will be doing some one-on-one training, "Tying Ribbon with Zing!" Successful completion of this training means that your trainee can move from the stockroom to the sales floor.
- Make notes you need to prepare for your training session below, keeping in mind the 5 Steps for Effective On-Shift Training.

Take about 5 minutes to prepare to train your trainee.

There are key things for the trainer to decide:

- *What method to use for tying?*
- *What should the finished product look like?*

1. PREPARE

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2. TELL

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3. SHOW

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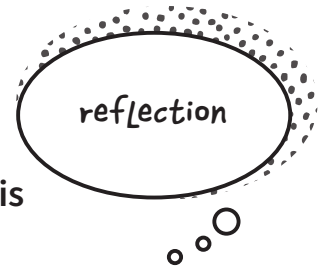
4. DO

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5. REVIEW

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FINAL REFLECTION



What did you find the most interesting, surprising, or useful from this workshop?

What is your personal #1 action step?

What is one tool you're excited to teach to a future fellow trainer?

EVALUATION



Thank you for taking a few moments to complete this form. Your thoughtful and honest feedback will help us improve our service (and services!)

THE ART OF GIVING GREAT SERVICE

Based on this ZingTrain experience, how likely are you to recommend ZingTrain to a co-worker or colleague? (Circle one number)



0

1

2

3

4

5

6

7

8

9

10



not a
chance

in a
heartbeat

What did you like best?

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What could ZingTrain do to improve your experience next time?

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Name (optional)

May we use your comments in our marketing materials? (website, promotional materials, sky-writing, etc.)

If you'd like to receive ZingTrain's e-news and invites to our free webinars, please write your email address below.

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